

Dell™ Photo All-In-One Printer 964

Owner's Manual

Look Inside For:

- Ordering Supplies
- About Your Printer
- Using the Printer
- Understanding the Printer Software
- Maintenance and Troubleshooting



Ordering Supplies

Your Dell Photo AIO Printer 964 includes software installed to detect the ink levels in the printer. During a print job, a screen appears on your computer to warn you of low ink levels. You can order ink online at www.dell.com/supplies or by phone.

US	877-INK-2-YOU	Korea	080-999-0240
Australia	1300 303 290	Luxembourg	02.713 1590
Austria	08 20 - 24 05 30 35	Malaysia	1800 88 0553
Belgium	02.713 1590	Mexico	001 866 851 1754
Canada	877-501-4803	Netherlands	020 - 674 4881
Chile	1230-020-3947 800-202874	Norway	231622 64
Colombia	01800-9-155676	Portugal	21 4220710
Czech	+420 225 372 711	PRC	800-858-2425
Denmark	3287 5215	Poland	022 579 59 65
Finland	09 2533 1411	Puerto Rico	866-851-1760
France	825387247	Singapore	1800 394 7245
Germany	0800 2873355	South Africa	0860 102 591
Ireland	1850 707 407	Spain	902120385
Italy	800602705	Sweden	08 587 705 81
Japan	044-556-3551	Switzerland	0848 335 599
		UK	0870 907 4574



NOTE: If your country is not listed, contact your Dell distributor to order supplies.

Your printer has been designed to print using the following ink cartridges.

Supply Item	Part number
Standard Capacity black ink cartridge	J5566
Standard Capacity color ink cartridge	J5567
High Capacity black ink cartridge	M4640
High Capacity color ink cartridge	M4646
Photo ink cartridge	J4844

Notes, Notices, and Cautions



NOTE: A NOTE indicates important information that helps you make better use of your printer.



NOTICE: A NOTICE indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.



CAUTION: A CAUTION indicates a potential for property damage, personal injury, or death.

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CAUTION: SAFETY INSTRUCTIONS

Use the following safety guidelines to help ensure your own personal safety and to help protect your product and working environment from potential damage.

- If your product includes a modem, the cable used with the modem should be manufactured with a minimum wire size of 26 American wire gauge (AWG) and an FCC-compliant RJ-11 modular plug.
- To help protect your product from sudden, transient increases and decreases in electrical power, use a surge suppressor, line conditioner, or uninterruptible power supply cord (UPS).
- Do not use your printer in a wet environment, for example, near a bath tub, sink, or swimming pool or in a wet basement.
- Ensure that nothing rests on your product's cables and that the cables are not located where they can be stepped on or tripped over.
- Use only the power cable provided with this product or the manufacturer's authorized replacement power cable.

CAUTION: If your product is not marked with this symbol , it must be connected to an electrical outlet that is properly grounded.

- Connect the power cable to an electrical outlet that is near the product and easily accessible.
- To completely turn off the product, the power cable must be removed from the power source.
- Refer service or repairs, other than those described in the user documentation, to a professional service person.
- Do not use the fax feature during an electrical storm. Do not set up this product or make any electrical or cabling connections, such as the power cable or telephone, during an electrical storm.
- This product is designed to meet safety standards with the use of specific Dell-authorized components. The safety features of some parts may not always be obvious. Dell disclaims liability associated with the use of non-Dell-authorized components.
- See "Troubleshooting" on page 89 for instructions on the proper way to clear paper jams.

About Your Printer

You can use the Dell Photo AIO Printer 964 to do a variety of things. A few important things to note:

- If your printer is connected to a computer, you can use either the printer operator panel or the printer software to produce quality documents quickly.
- You *do* need to connect your printer to a computer to print, scan, or use the **Save Photos to my Computer** function.
- You *do not* need to connect your printer to a computer to make photocopies, send faxes, or print from memory cards or a PictBridge-enabled camera.

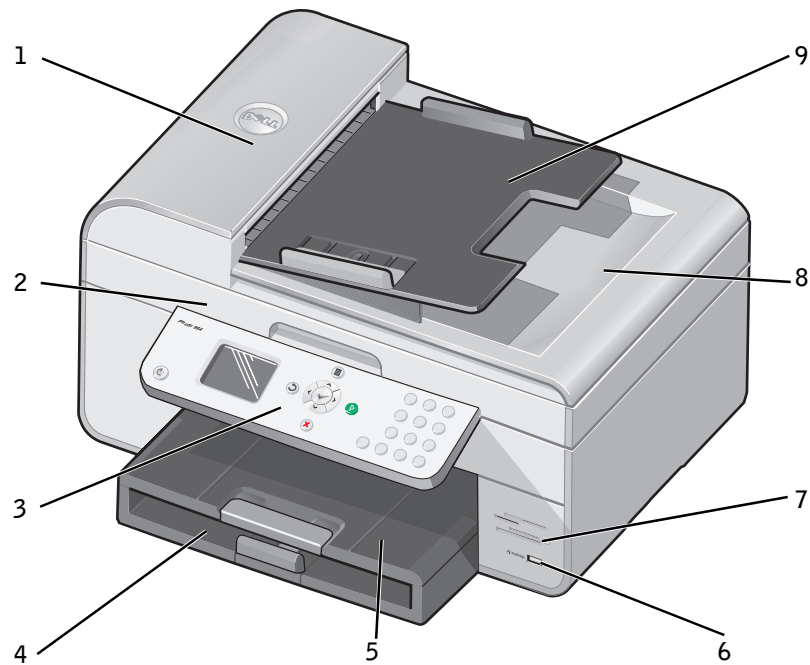


NOTE: The printer (whether it is connected to a computer or not) must be connected to a telephone line before you can send a fax.



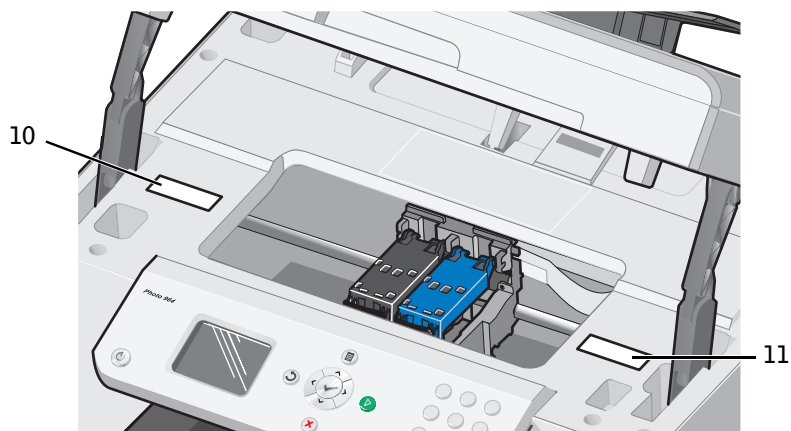
NOTE: If you use a DSL modem for your computer, you must install a DSL filter on the telephone line attached to your printer.

Understanding the Printer Parts

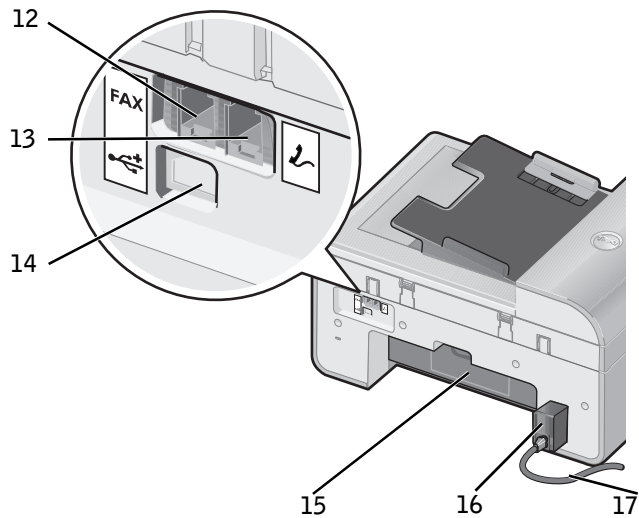




Number:	Part:	Description:
1	Automatic Document Feeder (ADF)	Scan, copy, or fax multiple page documents and/or legal sized documents.
2	Printer unit	Unit you lift to gain access to the ink cartridges.
3	Operator panel	Panel on the printer you use to control copying, scanning, faxing, and printing. For more information, see "Using the Operator Panel" on page 18.
4	Paper input tray	Where you load paper into the printer.
5	Paper exit tray	Tray that holds the paper as it exits the printer. NOTE: Pull the paper exit tray stop straight out to extend it.
6	PictBridge connector	The connector you use to connect your PictBridge-compatible digital camera to your printer.

Number:	Part:	Description:
7	Media card slots	Slot into which you insert a media card containing digital pictures. NOTE: The LCD only displays JPG files found on the media card. To view other image types stored on the media card, open the Memory Card Manager. For more information, see "Using the Memory Card Manager" on page 78.
8	Top cover with integrated ADF exit tray	Top of printer that holds your document or photo flat while you scan it. You can also pick up your original document after it has gone through the ADF here.
9	ADF input tray	Load original documents in the printer. Recommended for scanning, copying, or faxing multiple-page documents.




10	Supplies Reorder Label	To order ink cartridges or paper, visit www.dell.com/supplies .
11	Express Service Code	<ul style="list-style-type: none"> Identify your printer when you use support.dell.com or contact technical support. Enter the Express Service Code to direct your call when contacting technical support. NOTE: The Express Code is not available in all countries.




12	FAX connector (FAX — left side connector)	Connects your printer to an active telephone line to send and receive faxes. NOTE: Do not connect additional devices to the FAX connector (FAX — left side connector) and do not connect a DSL (digital subscriber line) or ISDN (integrated services digital network) without using a digital line filter to the printer.
13	PHONE jack connector ( — right side connector)	Remove the blue plug to connect additional devices, such as a data/fax modem, telephone, or answering machine to your printer. NOTE: If the phone communication is serial in your country (such as Germany, Sweden, Denmark, Austria, Belgium, Italy, France, and Switzerland), you must remove the blue plug from the right connector (), and insert the supplied yellow terminator for your fax to work correctly. You will not be able to use this port for additional devices in these countries.
14	USB connector	Connects your printer to a computer.
15	Rear access door	Open to remove paper jams.

16	Power supply	Supplies power to the printer. NOTE: The power supply is removable. When the power supply is removed from the printer, but remains plugged into a wall outlet, an LED is illuminated to notify you that power is present. NOTE: If the power is off when you unplug your machine, the power will be off when you plug it back in.
17	Power cord connector	Connects printer power supply to power outlet using the supplied country-specific power cord.

Setting Up Your Printer

 **NOTE:** The Dell Photo All-In-One Printer 964 supports Microsoft® Windows® 2000, Windows XP, and Windows XP Professional X64 Edition.

To set up your printer, follow the steps on your *Setting Up Your Printer* poster. If you encounter problems during setup, see "Troubleshooting" on page 89.

 **NOTE:** The Dell Photo AIO Printer 964 is an analog device that only works when directly connected to a wall jack. Other devices such as a telephone or answering machine can be attached to the PHONE jack connector (📞 — right side connector) to pass through the printer as described in the setup steps. If you have a digital connection such as ISDN, DSL, or ADSL, a digital line filter is required. Contact your Internet Service Provider for details.

Initial Setup Menu

The printer automatically displays the **Initial Setup** menu when you power on the printer for the first time.

Menu item:	Settings:
Language	Use the left and right Arrow buttons ◀ ▶ to scroll through the language options. When your language is highlighted, press Select (✔).
Country	Use the left and right Arrow buttons ◀ ▶ to scroll through the country options. When your country is highlighted, press Select (✔).
Set Date and Time	Press Select (✔) to enter the Set Date and Time menu.




Updating Settings

You can update the time, date, language, and country settings after initial setup by accessing the **Setup** menu.

Understanding the Operator Panel

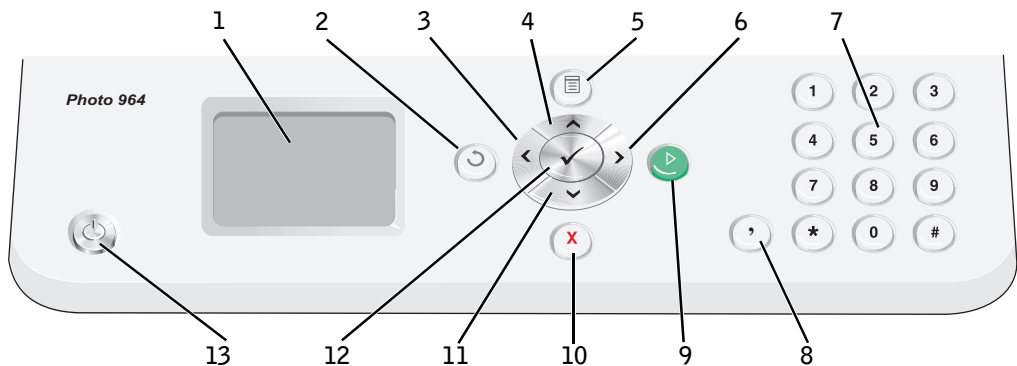
Using the Operator Panel

The operator panel buttons allow you to copy documents and photos, fax documents, and print photos from a memory card or PictBridge-enabled camera without connecting to a computer.









The printer is on when **Power** is illuminated. You can change settings using the **Menu** , **Select** , and **Arrow** buttons; and initiate a scan, copy, or fax using the **Start** button .

The display features:

- Printer status
- Messages
- Menus
- Photos stored on memory cards



Number	Part:	Purpose:
1	LCD (Liquid Crystal Display)	To show options available to you.
2	Back	To move back a menu level while navigating through the available menus on the display.
3	Left arrow	<ul style="list-style-type: none">• Decrease a number on the display.• Scroll through a list on the display.
4	Up arrow	Scroll through the available options on the menu.

Number	Part:		Purpose:
5	Menu		Scroll through the available menus.
6	Right arrow		<ul style="list-style-type: none"> • Increase a number on the display. • Scroll through a list on the display.
7	A keypad number or symbol		<ul style="list-style-type: none"> • In fax mode: <ul style="list-style-type: none"> – Enter fax numbers. – Select letters when creating a speed dial list. – Type numbers to enter or edit the date and time shown on the printer display. • In copy mode, select the number of copies you want to make.
8	Pause		<p>Insert a three-second pause in the number to be dialed to wait for an outside line or get through an automated answering system.</p> <p>NOTE: Enter a pause only when you have already begun entering the number.</p>
9	Start		<ul style="list-style-type: none"> • Start a scan, copy, or fax job. • In photo mode, print photos. <p>NOTE: If you initiate a copy without specifying color or black and white, color is used by default.</p>
10	Cancel		<ul style="list-style-type: none"> • Cancel a scan, print, or copy job in progress. • Exit a menu. • Clear a fax number, or end a fax transmission and return the display to the fax default. • Clear current settings and return to default settings.
11	Down arrow		Scroll through the available options on the menu.
12	Select		To choose the option that appears on the display.
13	Power		To turn your printer on or off.

Operator Panel Menus

From the main menu menu, you can navigate to the **Copy, Photo, Fax, Scan, Setup**, or **Maintenance** modes available on your printer.

You can also view photos, send a fax, or perform quick copy or quick scan directly from the main menu.

For more information about the operator panel menus, please see your *User's Guide*.


Understanding the Automatic Paper Type Sensor

Your printer has an automatic paper type sensor that detects the following paper types:

- Plain
- Transparency
- Glossy/photo

If you load one of these paper types, the printer detects the paper type and automatically adjusts the **Quality/Speed** settings.

Paper type	Quality/Speed settings	
	Black and Color Cartridges Installed	Photo and Color Cartridges Installed
Plain	Normal	Photo
Transparency	Normal	Photo
Glossy/photo	Photo	Photo

 **NOTE:** Your printer cannot detect the paper size.

To choose paper size:

- 1 With your document open, click **File→Print**.
- 2 From the **Print** dialog box, click **Preferences** or **Properties** (depending on your program or operating system).
The **Printing Preferences** dialog box opens.
- 3 On the **Print Setup** tab, select the paper size.
- 4 Click **OK**.

Unless you turn off the automatic paper type sensor, it always remains on. To turn off the automatic paper type sensor for a specific print job:

- 1** With your document open, click **File→Print**.
- 2** From the **Print** dialog box, click **Preferences** or **Properties** (depending on your program or operating system).
The **Printing Preferences** dialog box opens.
- 3** Click the **Print Setup** tab.
- 4** Select the paper type from the **Media Type** drop-down menu.
- 5** Click **OK**.

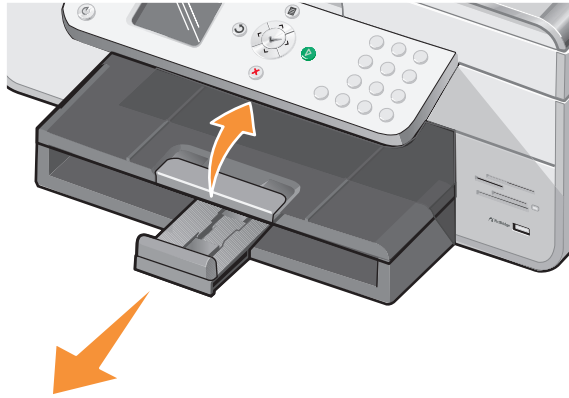
To turn off the automatic paper type sensor for all print jobs:

- 1** In *Windows XP*, click **Start→Control Panel→Printers and Other Hardware→Printers and Faxes**.
In *Windows 2000*, click **Start→Settings→Printers**.
- 2** Right-click the Dell Photo AIO Printer 964 icon.
- 3** Click **Printing Preferences**.
- 4** Click the **Print Setup** tab.
- 5** Select the paper type from the **Media Type** drop-down menu.
- 6** Click **OK**.

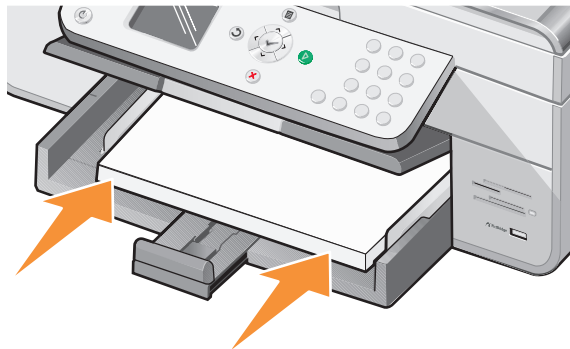
Loading Paper

Load Plain Paper Into the Paper Support


- 1 Lift the paper exit tray, and extend the paper support.

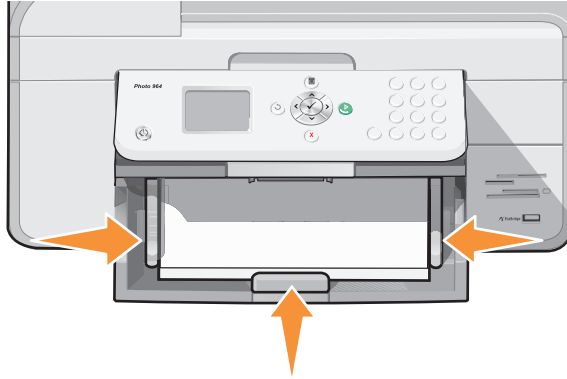


- 2 Insert paper into the paper input tray.

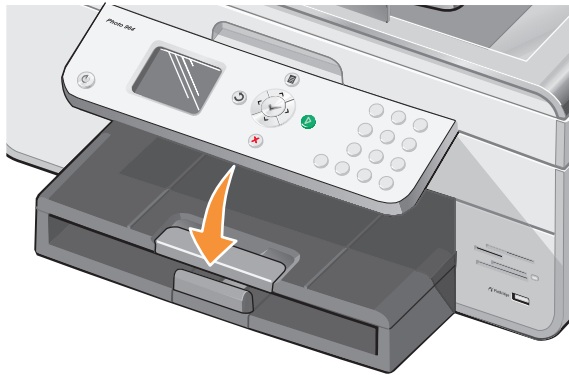


- 3 Squeeze and slide the paper guides to rest against the left and right edges and bottom of the paper.


 **NOTE:** Do not force the paper into the printer.

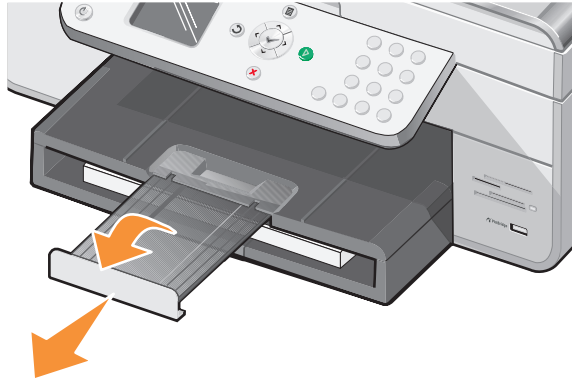


- 4 Lower the paper exit tray.



- 5 Extend the paper exit tray stop to catch paper as it exits the printer.


 **NOTE:** The paper exit tray can hold up to 50 sheets of paper.



For information on print media guidelines, see "Print Media Guidelines for the Paper Support" on page 26.

Load an Original Document Into the ADF

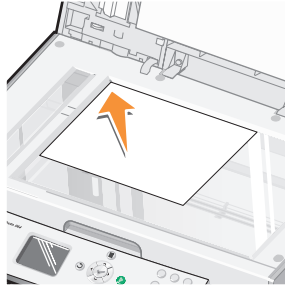
You can load up to 50 sheets of your original document (text side up) into the ADF for scanning, copying, and faxing. The ADF is recommended for loading multiple-page documents. For more information, see "Paper Guidelines for the ADF" on page 28.

 **NOTE:** Do not load postcards, photo cards, photo paper, or small images in the ADF. Place these items on the scanner glass.

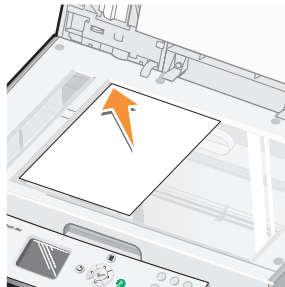
Placing Your Original Document on the Scanner Glass

- 1 Open the top cover.
- 2 Place the original document face down on the scanner glass in the upper left corner.

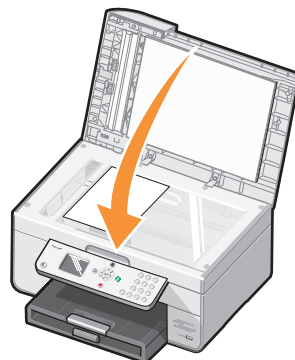
To get a copy with portrait (vertical) orientation:



To get a copy with landscape (horizontal) orientation:



- 3 Close the top cover.



Print Media Guidelines

Print Media Guidelines for the Paper Support

Load up to:	Make sure:
100 sheets of plain paper	<ul style="list-style-type: none">• The paper is centered in the paper support.• The paper guides rest against the right and left edges of the paper.• The paper guide rests against the bottom edge of the paper.• You select Draft (select Photo if a photo cartridge is installed), Normal, or Photo print quality. <p>NOTE: Load letterhead paper with the front of the letterhead face down and the top of the letterhead going into the printer first.</p>
20 sheets of banner paper	<ul style="list-style-type: none">• You remove any paper from the paper support before inserting banner paper.• You place a stack of banner paper (20 sheets or less) in front of the printer, and feed in the first sheet.• You load the leading edge of the banner paper into the printer against the right side of the paper support.• You squeeze and slide the paper guide to the left edge of the banner paper.• You use banner paper designed for inkjet printers. <p>NOTE: You must select A4 Banner or Letter Banner paper size in Print Properties. Failure to do so will cause a paper jam. See "Paper Problems" on page 93.</p>
15 envelopes	<ul style="list-style-type: none">• The print side of the envelopes faces down.• The envelopes are centered in the paper support.• The paper guides rest against the right and left edges of the envelopes.• The paper guide rests against the bottom edge of the paper.• You print the envelopes with Landscape orientation.• You select the correct envelope size. Select the next biggest size if the exact envelope size is not listed, and set the left and right margins so that your envelope text will be correctly positioned on the envelope.
35 greeting cards, index cards, postcards, or photo cards	<ul style="list-style-type: none">• The print side of the cards faces down.• The cards are centered in the paper support.• The paper guides rest against the right and left edges of the cards.• The paper guide rests against the bottom edge of the paper.• You select Normal or Photo print quality.

Load up to:	Make sure:
75 sheets of photo, coated, or glossy paper	<ul style="list-style-type: none"> • The glossy or coated side of the paper faces down. • The paper is centered in the paper support. • You select Normal or Photo print quality. • The paper guides rest against the right and left edges of the paper. • The paper guide rests against the bottom edge of the paper.
25 iron-on transfers	<ul style="list-style-type: none"> • You follow the loading instructions on the iron-on transfer packaging. • The print side of the transfer faces down. • The paper guides rest against the right and left edges of the paper. • The paper guide rests against the bottom edge of the paper. • The transfers are centered in the paper support. • You select Normal or Photo print quality.
75 transparencies	<ul style="list-style-type: none"> • The rough side of the transparencies faces down. • The paper guides rest against the right and left edges of the transparencies. • The paper guide rests against the bottom edge of the paper. <p>NOTE: You can load a single transparency into the paper support without removing plain paper.</p> <ul style="list-style-type: none"> • You select Normal or Photo print quality. • The transparencies are centered in the paper support.
35 sheets of labels	<ul style="list-style-type: none"> • The print side of the labels faces down into the paper support. • The top of the labels feeds into the printer first. • The paper guides rest against the right and left edges of the paper. • The paper guide rests against the bottom edge of the paper.
100 sheets of custom size paper	<ul style="list-style-type: none"> • The print side of the paper faces down. • Your paper fits within these dimensions: <ul style="list-style-type: none"> Width <ul style="list-style-type: none"> • 76–216 mm • 3.0–8.5 inches Length <ul style="list-style-type: none"> • 127–432 mm • 5.0–17.0 inches • The paper is centered in the paper support. • The paper guides rest against the right and left edges of the paper. • The paper guide rests against the bottom edge of the paper.
100 sheets of letterhead paper	<ul style="list-style-type: none"> • The front of the letterhead faces down. • The top of the letterhead feeds into the printer first. • The paper guides rest against the right and left edges of the paper. • The paper guide rests against the bottom edge of the paper.

Paper Guidelines for the ADF

Load up to:	Make sure:
50 sheets of letter size paper	<ul style="list-style-type: none">• The document is loaded text side up.• The paper guide is against the edge of the paper.
50 sheets of A4 size paper	<ul style="list-style-type: none">• The document is loaded text side up.• The paper guide is against the edge of the paper.
50 sheets of legal size paper	<ul style="list-style-type: none">• The document is loaded text side up.• The paper guide is against the edge of the paper.
50 sheets of two-, three-, or four-hole pre-punched media	<ul style="list-style-type: none">• The document is loaded text side up.• The paper guide is against the edge of the paper.• Your paper size fits within the dimensions allowable.
50 sheets of edge-reinforced three-hole copier media	<ul style="list-style-type: none">• The document is loaded text side up.• The paper guide is against the edge of the paper.• Your paper size fits within the dimensions allowable.
50 sheets of preprinted forms and letterhead media	<ul style="list-style-type: none">• The document is loaded text side up.• The paper guide is against the edge of the paper.• Your paper size fits within the dimensions allowable.• You choose a media that absorbs ink well.• You allow the preprinted media to dry thoroughly before use in the ADF.• You do <i>not</i> use media printed with metallic ink particles in the ADF.• You avoid embossed designs.
50 sheets of custom size paper	<ul style="list-style-type: none">• The document is loaded text side up.• The paper guide is against the edge of the paper.• Your paper size fits within these dimensions: Width<ul style="list-style-type: none">• 210.0 mm–215.9 mm• 8.27 in.–8.5 in.Length<ul style="list-style-type: none">• 279.4 mm–355.6 mm• 11.0 in.–14.0 in.

Printing

Printing a Document

- 1 Turn on your computer and printer, and make sure they are connected.
- 2 Load paper with the print side facing down. For more information, see "Loading Paper" on page 22.
- 3 With your document open, click **File→Print**.
- 4 Customize your print settings:
 - a Click **Preferences, Properties, Options, or Setup** (depending on the program or operating system).

The **Printing Preferences** dialog box opens.
 - b On the **Print Setup** tab, select the print quality/speed, paper size, black and white or color printing, borderless printing, orientation, and number of copies.
 - c On the **Advanced** tab, you can specify a 2-sided printing option, a specialized layout option, or if you want to use **Automatic Image Sharpening**.
 - d After making the changes in **Printing Preferences**, click **OK** at the bottom of the screen to return to the **Print** dialog box.
- 5 Click **OK** or **Print** (depending on the program or operating system).

Printing Photos

- 1 Load the photo paper with the print (glossy) side facing down. For more information, see "Print Media Guidelines for the Paper Support" on page 26.
- 2 Make sure you have a color cartridge and a photo cartridge (sold separately) installed. For more information, see "Replacing Ink Cartridges" on page 83.
- 3 With your document open, click **File→Print**.
- 4 To customize your print settings, click **Preferences, Properties, Options, or Setup** (depending on the program or operating system).

The **Printing Preferences** dialog box opens.

- 5 On the **Print Setup** tab, select **Photo**, the dpi settings, the paper type, and paper size.



NOTE: Photo/glossy or coated paper is recommended for printing photos.

- 6 When you are finished customizing your print options, click **OK**.
- 7 Click **OK** or **Print** (depending on the program or operating system).
- 8 To prevent your photos from sticking together or smudging, remove each photo after it exits the printer.



NOTE: Before placing your prints in a nonadhesive photo album or frame, allow sufficient time for the prints to dry thoroughly (12 to 24 hours, depending on the ambient conditions). This maximizes the life of your prints.

Printing Borderless Photos

- 1 Load photo/glossy paper in the paper support, and make sure the print side is facing down. For more information, see "Print Media Guidelines for the Paper Support" on page 26.
- 2 Make sure you have a color cartridge and a photo cartridge (sold separately) installed. For more information, see "Replacing Ink Cartridges" on page 83.
- 3 With your document open, click **File→Print**.
- 4 To customize your print settings, click **Preferences, Properties, Options, or Setup** (depending on the program or operating system).

The **Printing Preferences** dialog box opens.

- 5 On the **Print Setup** tab, select **Photo**, the dpi settings, the paper type, the paper size, and select the **Borderless** check box.
- 6 When you are finished customizing your print options, click **OK**.
- 7 Click **OK** or **Print** (depending on the program or operating system).



NOTE: In some programs, it may also be necessary to select a borderless paper size.



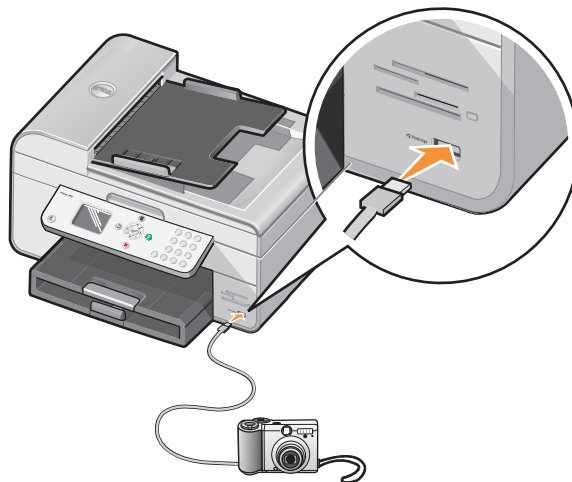
NOTE: Borderless printing is only performed if you are using photo/glossy paper. The printout on non-photo paper contains a 2mm margin on all sides.

Printing Photos From a PictBridge-Enabled Camera

Your printer supports PictBridge-enabled cameras.

- 1 Insert one end of the USB cable into the camera.
- 2 Insert the other end of the USB cable into the PictBridge port on the front of the printer.

Refer to the instructions included with your camera for selection of the appropriate camera USB settings and PictBridge connection and usage information.



- 3 Turn on your digital camera.
The printer automatically enters **PictBridge** mode.
- 4 Refer to the instructions included with your camera to begin printing photos.




NOTE: For many digital cameras, there are two USB mode selections: computer and printer (or PTP). For PictBridge printing, the printer (or PTP) USB selection should be used. For more information, refer to the documentation included with your camera.

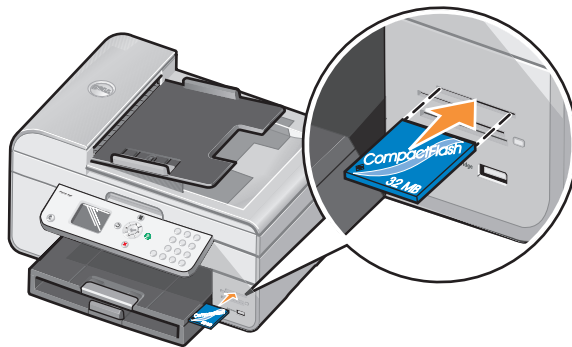
Printing Photos From a Memory Card

Most digital cameras use a memory card to store photos. The Dell Photo AIO Printer 964 supports the following digital media:

- CompactFlash Type I and II
- Memory Stick
- Memory Stick PRO
- Memory Stick Duo
- Microdrive
- SmartMedia
- Secure Digital
- MultiMediaCard
- xD-Picture Card

Memory cards should be inserted with the label facing up. The card reader has four slots to accommodate these media and a small light that blinks indicating the card is being read or is transmitting data.

 **NOTE:** Do not remove the card while it is being read. Data corruption can occur.



The connector that is used for PictBridge may also be used for accessing information that is stored on USB Flash Drive devices. The USB Flash Drive devices that have been certified for operation with this AIO are as shown:

- DELL - 256 MB High Speed USB 2.0 Memory Key, Part Number 311-4341
- DELL - 128 MB High Speed USB 2.0 Memory Key, Part Number 311-4340
- DELL - 64 MB High Speed USB 2.0 Memory Key, Part Number 311-4339

When you insert a memory card or USB key, the printer automatically switches to **Photo** mode.













NOTE: Do not insert more than one memory card or USB key at a time.



NOTE: The printer supports FAT32 data format. Files stored in NTFS should be converted to FAT32 data format.




Viewing or Printing Photos

- 1 Insert a memory card or USB key.
The printer automatically switches to **Photo Mode**.
- 2 Press **Select**  to access the **Photo Mode** menu.
- 3 From the **Photo Mode** menu, use the up or down **Arrow** buttons   to scroll to **Browse and Print Photos**, and then press **Select** .
- 4 Press the left or right **Arrow** buttons   to scroll through the photos on the media card or in the digital camera.
- 5 Press **Select**  to select a photo for printing. Press the up or down **Arrow** buttons   to specify the number of copies.
- 6 Press **Start**  to print.








NOTE: Only photos in JPG format can be printed directly from the memory card or USB key. If you want to print photos stored on the memory card or USB key in a different file format, the photos must be transferred to your computer before printing.

Saving Photos to Your Computer

From the **Photo Mode** menu on the display, use the up or down **Arrow** buttons   to scroll to **Save Photos to Computer**, and then press **Select** . All photos on the memory card or USB key are transferred to your computer and are opened in the Memory Card Manager.







Viewing a Slide Show

You can view all the photos stored on a memory card or USB key through a slide show.

- 1 Insert a memory card or USB key.
The printer automatically switches to **Photo Mode**.
- 2 Press **Select**  to access the **Photo Mode** menu.
- 3 From the **Photo Mode** menu, use the up or down **Arrow** buttons   to scroll to **View Slide Show**, and then press **Select** .
The **Slideshow** menu opens.
- 4 Specify the speed of the slide show, and press **Select** .
The printer displays each photo on the media card or digital camera.

Printing All Photos on Media Card or USB Key

You can also print all photos on a media card without having to toggle through them.

- 1 Insert a memory card or USB key.
The printer automatically switches to **Photo Mode**.
- 2 Press **Select**  to access the **Photo Mode** menu.
- 3 From the **Photo Mode** menu, use the up or down **Arrow** buttons   to scroll to **Print all photos**, and then press **Select** .
The **Print All Photos** menu opens.
- 4 Specify the number of photos you want to print on each page, and press **Select** .
- 5 Press **Start** .



NOTE: Only photos stored in the JPG format can be printed directly from the memory card. If you want to print photos stored on the memory card in a different file format, the photos must be transferred to your computer before printing.

Printing Collated Copies of Your Document

When your printer is attached to your computer, you can print black and white or color collated copies. To print collated copies:

- 1 Make sure you have paper loaded in the paper support.
- 2 With your document open, click **File→Print**.
- 3 Click **Properties, Options, Setup, or Preferences** (depending on the program or operating system).

The **Printing Preferences** dialog box opens.

- 4 On the **Print Setup** tab, specify the number of copies to print.



NOTE: You must specify more than one copy in order for the **Collate Copies** check box to become active.

- 5 Select the **Collate Copies** check box.
- 6 Click **OK** or **Print**.

Printing Last Page First

- 1 Make sure you have paper loaded in the paper support. For help, see "Load Plain Paper Into the Paper Support" on page 22.
- 2 With your document open, click **File→Print**.
- 3 Click **Properties, Options, Setup, or Preferences** (depending on the program or operating system).

The **Printing Preferences** dialog box opens.

- 4 On the **Print Setup** tab, select the **Print Last Page First** check box.
- 5 Click **OK**.
- 6 Click **OK** or **Print** (depending on the program or operating system).

Printing More Than One Page on a Sheet of Paper

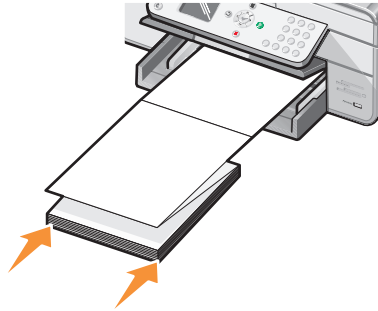
- 1 Make sure you have paper loaded in the paper support. For help, see "Load Plain Paper Into the Paper Support" on page 22.
- 2 With your document open, click **File→Print**.
- 3 Click **Properties, Options, Setup, or Preferences** (depending on the program or operating system).
The **Printing Preferences** dialog box opens.
- 4 On the **Advanced** tab, select **N-up** from the **Layout** drop-down list.
- 5 Select the number of pages to print on each page.
- 6 Click **OK**.
- 7 Click **OK** or **Print** (depending on the program or operating system).

Printing an Image as a Multi-page Poster

- 1 Make sure you have paper loaded in the paper support. For help, see "Load Plain Paper Into the Paper Support" on page 22.
- 2 With your image open, click **File→Print**.
- 3 Click **Properties, Options, Setup, or Preferences** (depending on the program or operating system).
The **Printing Preferences** dialog box opens.
- 4 On the **Advanced** tab, select **Poster** and the size of the poster.
- 5 Click **OK**.
- 6 Click **OK** or **Print** (depending on the program or operating system).

Printing a Banner


- 1 Place a stack of banner paper (20 sheets or less) in front of the printer, and feed in the first sheet.



- 2 With your document open, click **File→Print**.
- 3 Click **Properties, Options, Setup, or Preferences** (depending on the program or operating system).

The **Printing Preferences** dialog box opens.





- 4 On the **Advanced** tab, select **Banner** from the **Layout** drop-down list.
- 5 Click **OK** or **Print** (depending on the program or operating system).

 **NOTE:** Once the printer begins printing, wait until you can see the leading edge of the banner exiting the printer, and then carefully unfold the paper down to the floor in front of the printer.

Copying


To make copies, you can use the printer operator panel or your computer.

Copying Documents Using the Operator Panel

- 1 Turn on your printer.
- 2 Load paper in the paper support. For more information, see "Loading Paper" on page 22.
- 3 Load your original document. For help, see "Load an Original Document Into the ADF" on page 24 or "Placing Your Original Document on the Scanner Glass" on page 25.
- 4 From the main menu, use the up and down **Arrow** buttons   to scroll to **Copy**, and press **Select** .
- 5 Make any necessary changes to the copy settings.
- 6 Press **Start** .

Copying appears on the display.



NOTE: If you press **Start**  without specifying a color selection, the copy is printed in color by default.

Copying Documents Using Your Computer











- 1 Turn on your computer and printer, and make sure they are connected.
- 2 Load the paper. For more information, see "Loading Paper" on page 22.
- 3 Open the top cover.
- 4 Place your document on the scanner glass. Make sure the upper left corner of the front of the item aligns with the arrow on the printer. For more information, see "Placing Your Original Document on the Scanner Glass" on page 25 or "Load an Original Document Into the ADF" on page 24.
- 5 Close the top cover.

- 6 Click **Start**→**Programs** or **All Programs**→**Dell Printers**→**Dell Photo AIO Printer 964**→**Dell All-In-One Center**.

The **Dell All-In-One Center** opens.

- 7 Select a copy quantity (1–99) and color setting.
- 8 Click **See More Copy Settings** to:
 - Choose a copy quality.
 - Select the blank paper size.
 - Select the original document size.
 - Lighten or darken your document.
 - Reduce or enlarge your document.

Copying Photos Using the Operator Panel

- 1 Load photo paper. For more information, see "Print Media Guidelines for the Paper Support" on page 26.
- 2 Open the top cover.
- 3 Place the photo on the glass.
- 4 Close the top cover.
- 5 From the main menu, use the up and down **Arrow** buttons   to scroll to **Copy**, and press **Select** .
- 6 Use the up and down **Arrow** buttons   to scroll to **Quality**, and press **Select** .
- 7 Use the up and down **Arrow** buttons   to scroll to **Photo**, and press **Select** .
- 8 Press **Start** .

Copying Photos Using Your Computer

- 1 Turn on your computer and printer, and make sure they are connected.
- 2 Load photo paper with the print side facing up. For more information, see "Print Media Guidelines for the Paper Support" on page 26.
- 3 Place your document face down on the scanner glass. Make sure the upper left corner of the front of the item aligns with the arrow on the printer. For more information, see "Placing Your Original Document on the Scanner Glass" on page 25.









- 4 Click **Start**→**Programs** or **All Programs**→**Dell Printers**→**Dell Photo AIO Printer 964**→**Dell All-In-One Center**.

The **Dell All-In-One Center** opens.

- 5 Click **Preview Now**.
- 6 Adjust the dotted lines to fit around the portion of the image you want to print.
- 7 From the **Copy** section, select a copy quantity and photo color.
- 8 To customize your photo, click **See More Copy Settings**.
- 9 When you finish customizing your settings, click **Copy Now**.

Collating Copies Using the Operator Panel

When you are using your printer without a computer, you can print collated copies:

- 1 Load paper in the paper support. For help, see "Load Plain Paper Into the Paper Support" on page 22.
- 2 Load your original document. For help, see "Load an Original Document Into the ADF" on page 24 or **Placing Your Original Document on the Scanner Glass**.
- 3 From the main menu, use the up and down **Arrow** buttons   to scroll to **Copy**, and press **Select** .
- 4 Use the up and down **Arrow** buttons   to scroll to **Collate**, and press **Select** .
- 5 Choose **Yes**, and press **Select** .
- 6 Press **Start** .

Changing Copy Settings

- 1 Click **Start**→**Programs** or **All Programs**→**Dell Printers**→**Dell Photo AIO Printer 964**→**Dell All-In-One Center**.

The **Dell All-In-One Center** opens.

- 2 Select a copy quantity and color setting.
- 3 Click **See More Copy Settings** to:
 - Choose a copy quality.
 - Select the blank paper size.
 - Select the original document size.
 - Lighten or darken your document.
 - Reduce or enlarge your document.
- 4 Click the **Advanced** button to change options such as paper size and quality.
- 5 To make any changes, click the following tabs.





Click this tab:	To:
Print	<ul style="list-style-type: none">• Select the paper size and type.• Select borderless printing options.• Select the print quality.
Scan	<ul style="list-style-type: none">• Select the color depth and scan resolution.• Auto-crop the scanned image.
Image Enhancements	<ul style="list-style-type: none">• Sharpen your blurry images.• Adjust the brightness of your image.• Adjust the color correction curve (gamma) of your image.
Image Patterns	<ul style="list-style-type: none">• Smooth the conversion of a gray image to a black and white dot pattern (dither).• Remove image patterns from magazines or newspapers (descreen). Select whether to process with Best quality or Best speed.• Reduce the background noise on your color document.

- 6 When you finish customizing your copy settings, click **OK**, and then click **Copy Now**.

Scanning

You can use your printer to scan using the operator panel or the printer software.

Using the Operator Panel

- 1 Turn on your computer and printer, and make sure they are connected.
- 2 Load your original document. For help, see "Load an Original Document Into the ADF" on page 24 or "Placing Your Original Document on the Scanner Glass" on page 25.
- 3 From the main menu, use the up and down **Arrow** buttons   to scroll to **Scan**, and press **Select** .
- 4 Change any necessary scan settings, and press **Select** .

Using the Printer Software

- 1 Turn on your computer and printer, and make sure they are connected.
- 2 Load your original document. For help, see "Load an Original Document Into the ADF" on page 24 or "Placing Your Original Document on the Scanner Glass" on page 25.
- 3 Click **Start**→**Programs** or **All Programs**→**Dell Printers**→**Dell Photo AIO Printer 964**→**Dell All-In-One Center**.

The **Dell All-In-One Center** opens.

- 4 Click **Preview Now** to see your scanned image.



NOTE: If the size of the scan (found in the lower right of the preview window) appears in red, you do not have the system resources available to perform the scan at the resolution or size you have selected. To correct this problem, either reduce your resolution or the size of your scan area.



- 5 Adjust the dotted lines to fit around the part of the image you want to scan.
- 6 From the **Send scanned image to:** drop-down menu, select your scan destination.

- 7 To further customize your scan job, click **See More Scan Settings**.
- 8 When you are finished customizing your image, click **Scan Now**.


Scanning Photos

- 1 Turn on your computer and printer, and make sure they are connected.
- 2 Load your original document. For help, see "Placing Your Original Document on the Scanner Glass" on page 25.
- 3 Click **Start**→**Programs** or **All Programs**→**Dell Printers**→**Dell Photo AIO Printer 964**→**Dell All-In-One Center**.


The **Dell All-In-One Center** opens.

 **NOTE:** You can also open the **Dell All-In-One Center** from the operator panel on your printer. When your printer is in **Scan** mode, press the **Start** button . The **Dell All-In-One Center** opens on your computer.

- 4 Click **Preview Now** to view your scanned image.

 **NOTE:** If the size of the scan (found in the lower right of the preview window) appears in red, you do not have the system resources available to perform the scan at the resolution or size you have selected. To correct this problem, either reduce your resolution or the size of your scan area.

- 5 Adjust the dotted lines to fit around the portion of the photo you want to scan.
- 6 From the **Send scanned image to:** drop-down menu, select the photo program you want to use.

 **NOTE:** If the program you want to use is not listed, select **Search for more...** in the drop-down menu. On the next screen, click **Add** to locate and add your program to the list.

- 7 To further customize your scan job, click **See More Scan Settings**.
- 8 Change any settings.
- 9 When you finish customizing your image, click **Scan Now**.




When your document has finished processing, it will open in the program you chose.

Scanning to Your Computer Over a Network


- 1 Make sure your computer is attached to the network.



NOTE: Dell printers can only be attached to a network using a Dell Network Adapter (sold separately).

- 2 Make sure your computer and printer are on.
- 3 Load your original document. For help, see "Load an Original Document Into the ADF" on page 24 or "Placing Your Original Document on the Scanner Glass" on page 25.
- 4 From the main menu, use the up and down **Arrow** buttons   to scroll to **Scan**, and press **Select** .

The printer automatically detects if it is connected to a network. If it is connected to a network, the **Host Selection** screen appears. If it is not connected to a network, the **Scan Mode** menu appears.

- 5 From the **Host Selection Screen**, choose the computer to which you want to send the document, and press **Select** .
- 6 Enter the four-digit PIN number specified for the host computer.




NOTE: This can be found in the upper right corner of the All-In-One Main Page. For help, see "Using the Dell All-In-One Center" on page 73. The PIN is not required by default; it is only requested if the PIN has been set.

- 7 Press **Select** .

The **Scan Mode** menu appears.



Scanning Multiple Pages or Images

 **NOTE:** Some programs do not support multiple-page scanning.

You can scan multiple images at once to save time:

- 1 Place the first sheet on the scanner glass. For more information, see "Placing Your Original Document on the Scanner Glass" on page 25.
- 2 Click **Start**→**Programs** or **All Programs**→**Dell Printers**→**Dell Photo AIO Printer 964**→**Dell All-In-One Center**.

The **Dell All-In-One Center** opens.

 **NOTE:** You can also open the **Dell All-In-One Center** from the operator panel on your printer. When your printer is in **Scan** mode, press the **Start** button . The **Dell All-In-One Center** opens on your computer.


- 3 From the **Send scanned image to:** drop-down menu, select the program you want to use.
- 4 From the **Scan** section, click **See More Scan Settings**.
- 5 Click the **Advanced** button.
- 6 Click **Display Advanced Scan Settings** to change advanced options.
The **Advanced Scan Settings** dialog box opens.
- 7 On the **Scan** tab, click the **Scan multiple items before output** box.
- 8 Click **OK**.
- 9 When you finish customizing your settings, click **Scan Now**.

After you scan the first page, a prompt appears requesting the next page.

- 10 Place the next sheet on the scanner glass, and click **Yes**. Repeat until you finish scanning all pages.
- 11 When finished, click **No**. The program opens with the multiple pages scanned.



Editing Scanned Text Using Optical Character Recognition (OCR)

Optical Character Recognition (OCR) is a software feature that converts a scanned image into editable text within a word-processing program.

 **NOTE:** Ensure you have OCR software installed on your computer. A copy of OCR software was provided with your printer and should have installed at the same time as your printer drivers.

- 1 Load your original document. For help, see "Load an Original Document Into the ADF" on page 24 or "Placing Your Original Document on the Scanner Glass" on page 25.
- 2 Click **Start**→**Programs** or **All Programs**→**Dell Printers**→**Dell Photo AIO Printer 964**→**Dell All-In-One Center**.

The **Dell All-In-One Center** opens.

 **NOTE:** You can also open the **Dell All-In-One Center** from the operator panel on your printer. When your printer is in **Scan** mode, press the **Start** button . The **Dell All-In-One Center** opens on your computer.

- 3 From the **Send scanned images to:** drop-down menu, select a word-processing or text-editing program.
- 4 From the **How will the scan be used?** drop-down menu, select **To edit text (OCR and 300 DPI)**.
- 5 Click **Scan Now**.
The scanned text appears.
- 6 Edit your document.
- 7 Save your document.


Editing Scanned Images

With most graphics programs, you can customize your image.

- 1 Click **Start→Programs** or **All Programs→Dell Printers→Dell Photo AIO Printer 964→Dell All-In-One Center**.

The **Dell All-In-One Center** opens.



NOTE: You can also open the **Dell All-In-One Center** from the operator panel on your printer. When your printer is in **Scan** mode, press the **Start** button . The **Dell All-In-One Center** opens on your computer.

- 2 From the **Send scanned image to:** drop-down menu, select your scan destination.
- 3 Click **Scan Now**.

When the image has finished processing, it opens in the program you selected.

- 4 Edit the image using the tools available in your program.

You may be able to:

- Remove red eye
- Crop your image
- Add text to your image
- Adjust the brightness and contrast of your image


For help, see the documentation that came with your graphics program.

Saving an Image on Your Computer

- 1 Click **Start→Programs** or **All Programs→Dell Printers→Dell Photo AIO Printer 964→Dell All-In-One Center**.

The **Dell All-In-One Center** opens.



NOTE: You can also open the **Dell All-In-One Center** from the operator panel on your printer. When your printer is in **Scan** mode, press the **Start** button . The **Dell All-In-One Center** opens on your computer.



- 2 From the **Productivity Tools** section, click **Save an image on my computer**.
- 3 Follow the instructions on your computer screen to save an image on your computer.

E-mailing a Scanned Image or Document


To send scanned photographs or documents through e-mail:

- 1 Load your original document. For help, see "Load an Original Document Into the ADF" on page 24 or "Placing Your Original Document on the Scanner Glass" on page 25.
- 2 Click **Start**→**Programs** or **All Programs**→**Dell Printers**→**Dell Photo AIO Printer 964**→**Dell All-In-One Center**.


The **Dell All-In-One Center** opens.

 **NOTE:** You can also open the **Dell All-In-One Center** from the operator panel on your printer. When your printer is in **Scan** mode, press the **Start** button . The **Dell All-In-One Center** opens on your computer.

- 3 Click **Preview Now**.

 **NOTE:** If the size of the scan (found in the lower right of the preview window) appears in red, you do not have the system resources available to perform the scan at the resolution or size you have selected. To correct this problem, either reduce your resolution or the size of your scan area.

- 4 From the **Productivity Tools** section, click **E-mail an image or document**.
- 5 From the **What is being scanned?** menu, make a selection.
- 6 Follow the instructions on the screen to prepare the photograph or document for e-mail.
- 7 Click **Attach Now**.
- 8 Write a note to accompany the attached photo, and then send it.

 **NOTE:** If you have questions about how to do this, consult the Help for your e-mail program.



Enlarging or Reducing Images or Documents

If you are using your printer *with* a computer, you can enlarge or reduce your document between 25–400 percent using the Dell All-In-One Center.


If you are using your printer *without* a computer, you can enlarge or reduce your document by a percent, or Fit-to options using the operator panel.

- 1 Load paper in the paper support. For help, see "Load Plain Paper Into the Paper Support" on page 22.
- 2 Load your original document. For help, see "Placing Your Original Document on the Scanner Glass" on page 25 or "Load an Original Document Into the ADF" on page 24.
- 3 Click **Start**→**Programs** or **All Programs**→**Dell Printers**→**Dell Photo AIO Printer 964**→**Dell All-In-One Center**.

The **Dell All-In-One Center** opens.

 **NOTE:** You can also open the **Dell All-In-One Center** from the operator panel on your printer. When your printer is in **Scan** mode, press the **Start** button . The **Dell All-In-One Center** opens on your computer.


- 4 Click **Preview Now**.

 **NOTE:** If the size of the scan (found in the lower right of the preview window) appears in red, you do not have the system resources available to perform the scan at the resolution or size you have selected. To correct this problem, either reduce your resolution or the size of your scan area.

- 5 From the **Productivity Tools** section, select **Enlarge or reduce an image**.
- 6 Follow the instructions on the screen to select the size of your new image.
- 7 When you finish customizing your image, click **Print Now**.


Faxing

You do not need to connect your printer to a computer in order to fax. Use the printer operator panel for basic faxing. See "Faxing Using the Printer Operator Panel" on page 55.

 **NOTE:** For faxing instructions using the computer software, see "Sending a Fax From the Computer" on page 59.

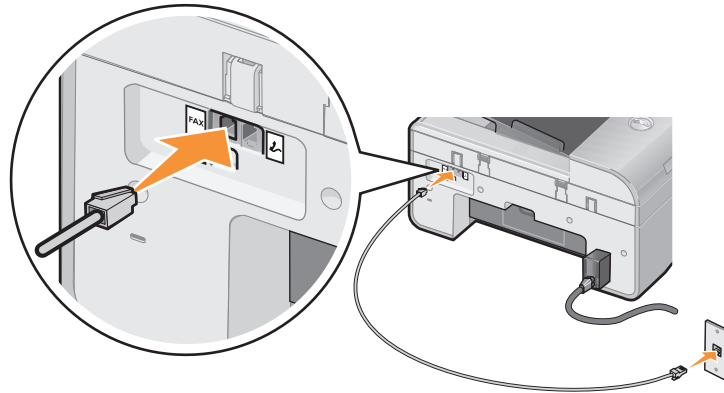
Setting Up the Printer With Equipment

Equipment	Benefits	See this section
<ul style="list-style-type: none"> • printer • phone cord (provided) 	Make copies and send and receive faxes without the use of a computer.	"Connecting directly to a telephone wall jack" on page 52
<ul style="list-style-type: none"> • printer • telephone (sold separately) • two phone cords (one provided) 	<ul style="list-style-type: none"> • Use the fax line as a normal telephone line. • Set up your printer wherever your telephone is. • Make copies and send and receive faxes without the use of a computer. 	"Connecting to a telephone" on page 52
<ul style="list-style-type: none"> • printer • telephone (sold separately) • answering machine (sold separately) • three phone cords (one provided) 	Receive both incoming voice messages and faxes.	"Connecting to an answering machine" on page 53
<ul style="list-style-type: none"> • printer • telephone (sold separately) • computer modem (sold separately) • three phone cords (one provided) • USB cable (sold separately) 	Increase the number of phone connection outlets.	"Connecting to a computer modem" on page 54

 **NOTE:** The phone cord (provided) must be plugged into the correct connector.

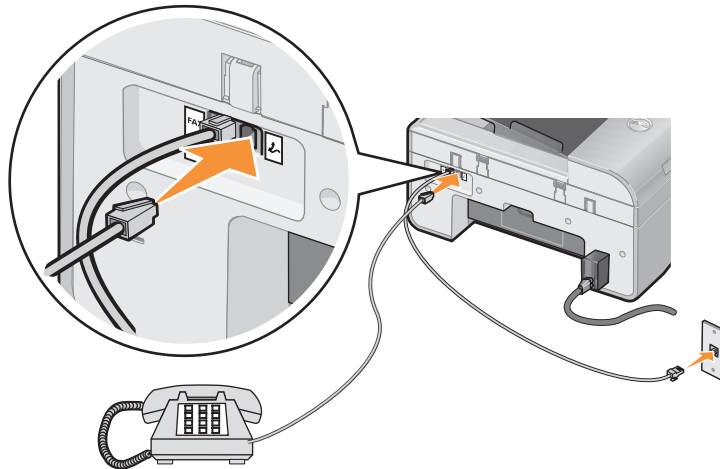
Connecting directly to a telephone wall jack

Connect a phone cord from the FAX connector (FAX — left side connector) on the printer to the telephone wall jack.



- 1 Connect one end of the phone cord to the FAX connector (FAX — left side connector) of the printer.
- 2 Connect the other end of the phone cord to an active telephone wall jack.


Connecting to a telephone



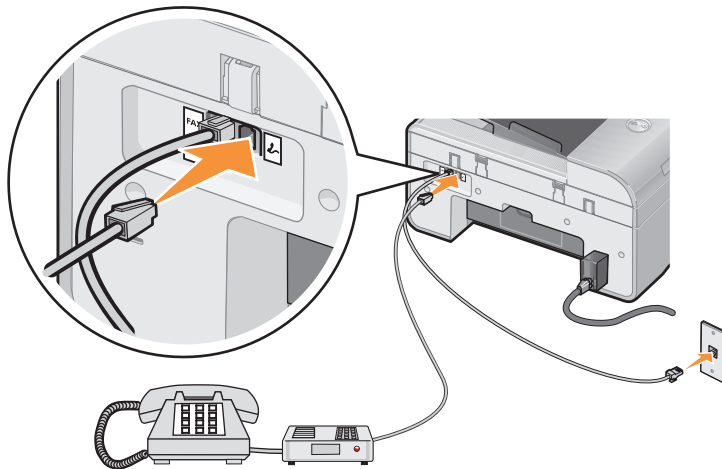
Connect a telephone to your printer to use the fax line as a normal telephone line.

- 1 Connect a phone cord from the FAX connector (FAX — left side connector) on the printer to the telephone wall jack.


- 2 Remove the protective plug from the PHONE jack connector (📞 — right side connector) on the back of the printer.
- 3 Connect a phone cord from the telephone to the PHONE jack connector (📞 — right side connector) on the printer.

 **NOTE:** If the phone communication is serial in your country (such as Germany, Sweden, Denmark, Austria, Belgium, Italy, France, and Switzerland), you must remove the blue plug from the right connector (📞), and insert the supplied yellow terminator for your fax to work correctly. You will not be able to use this port for additional devices in these countries.

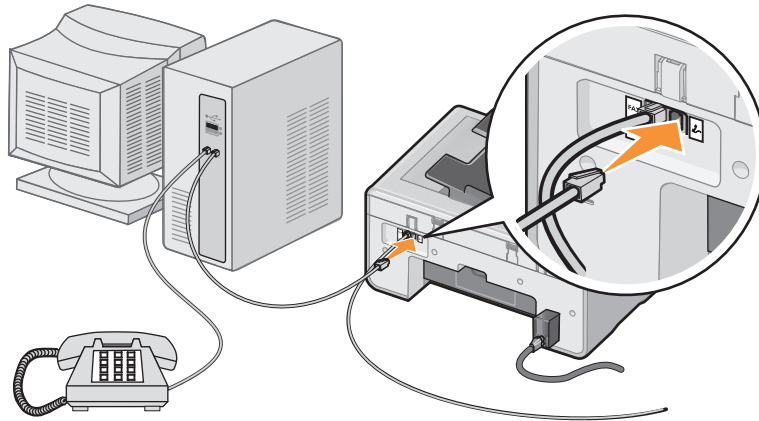
Connecting to an answering machine



- 1 Connect a phone cord from the FAX connector (FAX — left side connector) on the printer to the telephone wall jack.
- 2 Remove the protective plug from the PHONE jack connector (📞 — right side connector) on the back of the printer.
- 3 Connect a phone cord from the telephone to the answering machine.
- 4 Connect a phone cord from the answering machine to the PHONE jack connector (📞 — right side connector) on the printer.

 **NOTE:** If the phone communication is serial in your country (such as Germany, Sweden, Denmark, Austria, Belgium, Italy, France, and Switzerland), you must remove the blue plug from the right connector (📞), and insert the supplied yellow terminator for your fax to work correctly. You will not be able to use this port for additional devices in these countries.

Connecting to a computer modem



- 1 Connect a phone cord from the FAX connector (FAX — left side connector) on the printer to the telephone wall jack.
- 2 Remove the protective plug from the PHONE jack connector (PHONE — right side connector) on the back of the printer.
- 3 Connect a phone cord from the telephone to the computer modem.
- 4 Connect a phone cord from the computer modem to the PHONE jack connector (PHONE — right side connector) on the printer.

NOTE: If the phone communication is serial in your country (such as Germany, Sweden, Denmark, Austria, Belgium, Italy, France, and Switzerland), you must remove the blue plug from the right connector (PHONE), and insert the supplied yellow terminator for your fax to work correctly. You will not be able to use this port for additional devices in these countries.

What if I Have a Digital Subscriber Line (DSL)?

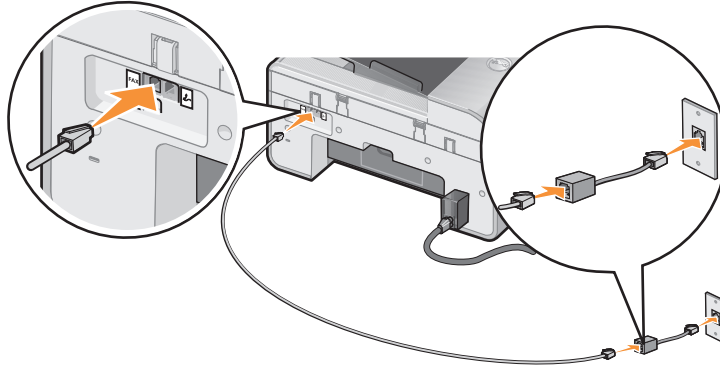
DSL delivers digital data to a computer through a telephone line. Your Dell Photo AIO Printer 964 is designed to work with analog data. If you are faxing over a telephone line connected to a DSL modem, install a DSL filter to avoid interference with the analog fax modem signal.

- 1 Connect the DSL filter to an active telephone line.
- 2 Connect the printer directly to the output of the DSL filter.

NOTE: Do not install any splitters between the DSL filter and the printer. Contact your DSL service provider if you need more help.







NOTE: ISDN (integrated services digital network) and cable modems are not fax modems and are not supported for faxing.



Faxing Using the Printer Operator Panel





Send a Fax



- 1 Make sure your printer is on and an active telephone line is connected to the FAX connector (**FAX** — left side connector) on the printer.
- 2 Load your document on the scanner glass or into the ADF. For help, see "Placing Your Original Document on the Scanner Glass" on page 25 or "Load an Original Document Into the ADF" on page 24.
- 3 From the main menu, use the up and down **Arrow** buttons   to scroll to Fax, and press **Select** .
- 4 Use the keypad to enter the fax number.
The numbers display in the Fax Number Window.
- 5 Press **Start** .

The printer scans your document and sends your fax to the number you entered. After the transmission is complete, the printer beeps to let you know the fax is complete.

Send a Broadcast Fax


A broadcast fax allows you to send the same fax to multiple fax numbers at once. You can enter up to 30 different numbers.

- 1 Make sure your printer is on, and an active telephone line is connected to the FAX connector (**FAX** — left side connector) on the printer.
- 2 Load your document on the scanner glass or into the ADF. For help, see "Placing Your Original Document on the Scanner Glass" on page 25 or "Load an Original Document Into the ADF" on page 24.
- 3 From the main menu, use the up and down **Arrow** buttons   to scroll to Fax, and press **Select** .
- 4 Use the keypad to enter the fax number.
The numbers display in the Fax Number Window.
- 5 Press the down **Arrow** button  to go to the next fax number field.
- 6 Use the keypad to enter the fax number.
- 7 Repeat this process until you have entered all numbers to which the fax needs to be sent.











 **NOTE:** You can also use the Phonebook or Redial History options to select phone numbers. Each number you select or enter is added to the fax list until you press **Start** .

- 8 Press **Start** .




After you initiate the fax, the printer dials the first number, establishes a connection, sends the fax, breaks the connection, and moves to the next number in the list. This continues until the list has been completed. If the printer is unable to make a connection to a fax number, the printer moves to the next number in the list. The number to which a connection was not established is moved to the end of the list, and it is tried again when the rest of the list has been completed.

 **NOTE:** Fax numbers to which the printer could not establish a connection are retried based on the number of retries specified in the **Dialing and Sending** menu.




Receive a Fax Automatically

- 1 Make sure your printer is on, and an active telephone line is connected to the FAX connector (FAX — left side connector) on the printer.
- 2 Make sure **Auto Answer** is turned on or is currently within the scheduled on period.
 - a On the main screen in **Fax** mode, use the up and down **Arrow** buttons   to scroll to **Auto Answer**.
 - b Using the left and right **Arrow** buttons   choose **Yes** or **Scheduled** and press **Select** .
 - c If you selected **Scheduled**, the **Auto Answer Schedule** screen appears. Using the keypad, specify the time you want **Auto Answer** to be turned on and be turned off.
 - d Press **Select** .
- 3 Set the number of rings the printer should allow before answering the incoming fax.
 - a From the main menu, choose **Fax** as the mode, and press **Select** .
 - b Use the up and down **Arrow** buttons   to scroll down to **Fax Setup**, and press **Select** .

The **Fax Setup** menu opens.







 - c Use the up and down **Arrow** buttons   to scroll down to **Ringing** and **Answering**, and press **Select** .

The **Ringing and Answering** menu opens.

 - d Use the up and down **Arrow** buttons   to scroll down to **Pick Up On**, and select the number of rings you want to allow before the fax machine picks up the phone.
 - e Press **Select** .

When the number of set rings is detected, the printer automatically receives the fax.

Receive a Fax Manually

- 1 Make sure your printer is on, and an active telephone line is connected to the FAX connector (**FAX** — left side connector) on the printer.
- 2 Make sure the **Auto Answer** feature has been turned off.
 - a On the main screen in **Fax** mode, use the up and down **Arrow** buttons   to scroll to **Auto Answer**.
 - b Using the left and right **Arrow** buttons   choose **No** or **Scheduled** and press **Select** .
 - c If you selected **Scheduled**, the **Auto Answer Schedule** screen appears. Using the keypad, specify the time you want **Auto Answer** to be turned on and be turned off.
 - d Press **Select** .
- 3 When the printer rings, pick up the telephone, and listen for the fax calling tone.
- 4 Press **DELL# (3355#)** on the printer operator panel.



NOTE: **DELL#** is the default answer code. However, you can change this to any four-digit code. For more information about changing this code, see "Changing the Pickup Code" on page 71.

Receive a Fax With an Answering Machine Connected to the Printer

Make sure your printer is on and **Auto Answer** is turned on, and the answering machine must answer the call.

- If a fax is detected, the printer receives the fax and disconnects the answering machine.
- If a fax is *not* detected, the answering machine completes the call.

Sending a Fax From the Computer

Send faxes from computer files through the printer modem or the computer modem. Any file that can be printed can be faxed.

Connecting Cables


- Connect the printer to the computer with a USB cable (sold separately) in order to scan documents to fax.
- *If you want to fax through the printer modem*, connect an active telephone line to the FAX connector (FAX — left side connector) on the printer.


If you want to fax through the computer modem, connect an active telephone line to the LINE connector (☐ — left side connector) on the computer's fax modem.

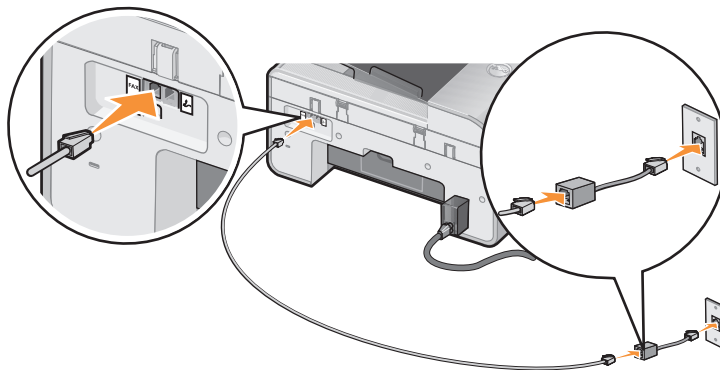
What if I Have a Digital Subscriber Line (DSL)?

DSL delivers digital data to a computer through a telephone line. Your Dell Photo AIO Printer 964 is designed to work with analog data. If you are faxing over a telephone line connected to a DSL modem, install a DSL filter to avoid interference with the analog fax modem signal.

- 1 Connect the DSL filter to an active telephone line.
- 2 Connect the printer directly to the output of the DSL filter.

 **NOTE:** Do not install any splitters between the DSL filter and the printer. Contact your DSL service provider if you need more help.

 **NOTE:** ISDN (integrated services digital network) and cable modems are not fax modems and are not supported for faxing.



Faxing Through the Printer Modem

Send a Fax Using the Dell All-In-One Center

- 1 Make sure the printer is on and that the printer is connected to the computer with a USB cable.
- 2 Load your document on the scanner glass or into the ADF. For help, see "Placing Your Original Document on the Scanner Glass" on page 25 or "Load an Original Document Into the ADF" on page 24.
- 3 Click **Start**→**Programs** or **All Programs**→**Dell Printers**→**Dell Photo AIO Printer 964**→**Dell All-In-One Center**.
- 4 Place the document you want to fax *face down* under the lid of the printer.
- 5 Select **Fax** from the **Scan** drop-down menu.
- 6 Click **Scan Now**.
- 7 Follow the instructions on the computer screen to send your fax.

Send Fax Using Dell Printer Fax Tools

Using the Dell Printer Fax Tools allows you the flexibility of faxing any document you are capable of printing.

- 1 Open the document you want to fax.
- 2 Click **File**→**Print**.
- 3 Click the **Dell Printer Fax Tools** icon.

The document is sent as a fax through the printer modem.

Receive a Fax

The Dell Photo AIO Printer 964 modem only receives hardcopy documents. See "Faxing Using the Printer Operator Panel" on page 55 for information about receiving a fax.

If you need to save soft copies of the faxes you receive, you must scan the received document to a file (see "Send a Fax Using the Dell All-In-One Center" on page 60), or receive faxes using your computer modem (see "Faxing Through the Computer Modem" on page 62).

Access the Printer Setup Utility

Access the Printer Setup Utility if you want to configure the printer modem for your specific faxing needs.

- 1 Click **Start → Programs or All Programs → Dell Printers → Dell Photo AIO Printer 964 → Dell All-In-One Center**.
- 2 From the Dell All-In-One Center, click the **Maintain/Troubleshoot** tab, and then click **Display the Printer Setup Utility**.

Printer Setup Utility Tabs

On this tab:	You can:
Send	<ul style="list-style-type: none">• Enter your name and fax number.• Select a maximum send speed and a print quality for outgoing faxes.• Choose whether to scan the entire document before dialing the number.• Choose whether to use error correction.• Select when to print a fax usage report.• Select when to print a fax activity report.
Receive	<ul style="list-style-type: none">• Choose whether you want to print a footer (date, time, and page number) on each page.• Automatically reduce an incoming fax to fit to the paper size loaded, or print it on two sheets of paper.• Select whether you want to forward a fax or print it, and then forward it.• Manage blocked faxes.
Connection/Dialing	<ul style="list-style-type: none">• Select the number of times you want the machine to redial and the time between those attempts if the fax cannot be sent on the first try.• Select the phone line format you want to use (Pulse, Touch-tone, Behind a PBX).• Enter a dialing prefix.• Choose how (manually, if fax tones are detected, or after a certain amount of rings) you want to answer incoming calls.• Choose a distinctive ring if your phone line has distinctive ring service activated.
Speed Dial	Add to, create, or edit the speed dial or group speed dial lists.

Faxing Through the Computer Modem

If an active telephone line is connected to the LINE connector (E) on your computer modem, use **Fax Console** (Windows XP Only) or **Fax Service Management** (Windows 2000 Only) to send and receive faxes:

- Use **Fax Console** or **Fax Service Management** to print and receive files as faxes, or
- Use the **Dell All-In-One Center** to first scan a document to a file, and then use **Fax Console** or **Fax Service Management** to print the file to fax.

Install Fax Console (Windows XP Only)

- 1 Click **Start**→**Control Panel**.
- 2 Click **Add or Remove Programs**.
- 3 Click **Add/Remove Windows Components**.
- 4 Click to select **Fax Services**.
- 5 Click **Next**.

If prompted, insert the *Microsoft Windows XP* CD, and then click **OK**. Close the **Welcome to Microsoft Windows XP** window when it opens.

- 6 Click **Finish**.
- 7 Close the **Add/Remove Programs** window.

Configure Fax Console (Windows XP Only)

- 1 Click **Start**→**Programs** or **All Programs**→**Accessories**→**Communications**→**Fax**→**Fax Console**.

The **Fax Configuration Wizard** appears.

- 2 Click **Next**.
- 3 Enter any appropriate information, and then click **Next**.
- 4 Select your data/fax modem in the drop-down menu under **Please select the fax device**.
- 5 Select the **Enable Receive** check box.



NOTE: Selecting the **Enable Receive** check box allows you to receive faxes but may cause the computer modem to answer all phone calls, in which case you may not receive voice mail.

- a Select **Manual answer** or specify the number of rings, and click **Next**.
- b Enter your TSID information, and click **Next**.
- c Enter your CSID information, and click **Next**.

- d Click to select **Print it on**. If you want to print all received faxes, use the drop-down menu to the right of this field to select **Dell Photo AIO Printer 964**.
 - e To create an archive copy of each fax, click to select **Store a copy in a folder**, and then use the **Browse** button to select the desired archive location.
- 6 Click **Next**, confirm your settings, and click **Finish**.

Configure Fax Service Management (Windows 2000 Only)

- 1 Click **Start**→**Programs**→**Accessories**→**Communications**→**Fax**→**Fax Service Management**.
The **Fax Configuration Wizard** appears.
- 2 Click **Next**.
- 3 Enter any appropriate information, and then click **Next**.
- 4 Select your data/fax modem from the drop-down menu.
- 5 Follow the instructions on your computer screen to complete the configuration.

Send an Electronic Copy Fax Using Fax Console or Fax Service Management

- 1 Open your file to be faxed.
- 2 Click **File** →**Print**.
- 3 In the printer list, select **Fax**.
- 4 Click **Print**.
- 5 Follow the instructions on the computer screen to send your fax.

Send a Hardcopy Document Fax Using the Dell All-In-One Center


- 1 Make sure the printer is on and that the printer is connected to the computer with a USB cable.
- 2 Load your document on the scanner glass or into the ADF. For help, see "Placing Your Original Document on the Scanner Glass" on page 25 or "Load an Original Document Into the ADF" on page 24.
- 3 Click **Start**→**Programs** or **All Programs**→**Dell Printers**→**Dell Photo AIO Printer 964**→**Dell All-In-One Center**.
- 4 Place the document you want to fax *face down* under the lid of the printer.
- 5 Select **File** from the **Scan** drop-down menu.
- 6 Save your file to a desired location.

- 7 Open the file you just scanned and saved.
- 8 Click **File → Print**.
- 9 In the printer list, select **Fax**.
- 10 Click **Print**.
- 11 Follow the instructions on the computer screen to send your fax.


Receive a Fax Using Fax Console or Fax Service Management

- 1 Make sure that an active telephone line is connected to the LINE connector (☐) on the computer modem.
- 2 Click **Start → Programs or All Programs → Accessories → Communications → Fax**.
- 3 Click **Fax Console** or **Fax Service Management**.

If you selected the **Enable Receive** check box when configuring **Fax Console**, you are now ready to receive a fax.

 **NOTE:** Selecting the **Enable Receive** check box allows you to receive faxes but may cause the computer modem to answer all phone calls, in which case you may not receive voice mail.

View Sent and Received Faxes Using Fax Console or Fax Service Management

 **NOTE:** Only faxes sent and received by **Fax Console** can be seen by **Fax Console**.

- 1 Click **Start → Programs or All Programs → Accessories → Communications → Fax**.
- 2 Click **Fax Console** or **Fax Service Management**.

View received faxes in the **Inbox**; view sent faxes in **Sent Items**.

View the Status of a Fax Using Fax Console or Fax Service Management





- 1 Click **Start → Programs or All Programs → Accessories → Communications → Fax**.
- 2 Click **Fax Console** or **Fax Management Services**.
- 3 The following folders appear:
 - Incoming — faxes currently being received
 - Inbox — faxes that have been received
 - Outbox — faxes scheduled to be sent
 - Sent Items — faxes successfully sent
- 4 Click the folder of your choice.




- 5 Click the fax in the right pane for which you want to view the status, and then click **Preferences** or **Properties**.
- 6 Click the **General** tab, and view the **Status** line.
- 7 Click **Close** when you are finished.


Speed Dial

To make sending faxes easier, you can enter up to 99 speed dial numbers. Up to 89 individual fax numbers can be stored, or 10 groups that can hold up to 30 phone numbers each.


Create a Speed Dial List From the Operator Panel

- 1 From the main menu, choose **Fax** as the mode, and press **Select** .
- 2 Use the up and down **Arrow** buttons   to scroll down to **Phonebook**, and press **Select** .

The **Phonebook** menu opens.
- 3 Use the up and down **Arrow** buttons   to scroll down to **Add Entry**, and press **Select** .


The **Add New Phonebook Entry** menu opens.
- 4 Enter the name using the keypad.
 - a Find the number button that corresponds to the letter you want to enter, and press it repeatedly until the correct letter appears.
 - b Press the right **Arrow** button  to move to the next character space, or wait two seconds for the text to be accepted.




NOTE: To enter a space between words, press the right **Arrow** button  twice.

- c Repeat the previous steps until you are finished entering text.



NOTE: To delete a character, press the left **Arrow** button .

- 5 Use the down **Arrow** button  to scroll down to **Fax Number**.
- 6 Enter the fax number using the keypad.



NOTE: The lowest possible speed dial number is automatically assigned to this contact. You cannot change the speed dial number.

- 7 Use the down **Arrow** button ▼ to scroll down to **Add Entry**.
- 8 Press **Select** Ⓢ.

Create a Speed Dial List From the Computer


- 1 Click **Start**→**Programs** or **All Programs**→**Dell Printers**→**Dell Photo AIO Printer 964**→**Printer Setup Utility**.
- 2 Click the **Speed Dial** tab.
- 3 Follow the instructions on the **Speed Dial** tab to add a new number to your speed dial list.

Create a Group Dial List From the Operator Panel


- 1 From the main menu, use the up and down **Arrow** buttons ▲ ▼ to scroll to **Fax**, and press **Select** Ⓢ.
- 2 Use the up and down **Arrow** buttons ▲ ▼ to scroll down to **Phonebook**, and press **Select** Ⓢ.

The **Phonebook** menu opens.

- 3 Use the up and down **Arrow** buttons ▲ ▼ to scroll down to **Add Group**, and press **Select** Ⓢ.
- The **Phonebook Add Group** menu opens.
- 4 Using the keypad, specify the name of the group.
 - a Find the number button that corresponds to the letter you want to enter, and press it repeatedly until the correct letter appears.
 - b Press the right **Arrow** button ➤ to move to the next character space, or wait two seconds for the text to be accepted.

 **NOTE:** To enter a space between words, press the right **Arrow** button ➤ twice.

- c Repeat the previous steps until you are finished entering text.

 **NOTE:** To delete a character, press the left **Arrow** button ◀.

- 5 Use the down **Arrow** button ▼ to scroll down to **Fax Number**.
- 6 Using the keypad, specify the first fax number.

- 7 Press **Select** .

The Fax Number field is cleared.

- 8 Using the keypad, specify the next fax number for the group.





- 9 Press **Select** .

- 10 Repeat until all the fax numbers (up to 30) are specified for the group.



NOTE: The lowest possible group dial number is automatically assigned to this group. You cannot change the group dial number.

Use a Speed or Group Dial List

- 1 From the main menu, use the up and down **Arrow** buttons   to choose Fax, and press **Select** .
- 2 Use the keypad to enter the two-digit speed dial number.
- 3 Press **Start** .










NOTE: When you are entering numbers, if you only enter two numbers, the printer assumes you are entering a speed dial entry. If more than two numbers are entered, the printer assumes it is a fax number.












NOTE: To send a fax between two fax machines within an office that utilizes one- or two-digit extensions, the printer recognizes the numbers entered as an extension instead of a speed dial if you press star (*), pound (#), and then the extension.

Manually Dialing a Fax While Listening to a Telephone Line (On Hook Dial)

- 1 From the main menu, use the up and down **Arrow** buttons   to scroll to **Fax**, and press **Select** .
- 2 Use the up and down **Arrow** buttons   to scroll to **On Hook Dial**.
- 3 Press **Select**  to make the printer go off hook.
- 4 Enter the number to which you want to send a fax.
- 5 Press **Start**  when you are ready to send a fax.

Send a Delayed Fax














- 1 From the main menu, use the up and down **Arrow** buttons   to scroll to **Fax**, and press **Select** .
- 2 Use the up and down **Arrow** buttons   to scroll to **Delay Sending Fax**.
The **Delay Sending Fax** screen opens.
- 3 Use the keypad to specify the hour, and then press the right **Arrow** button .
- 4 Use the keypad to specify the minutes, and then press the right **Arrow** button .
- 5 Use the keypad to specify AM (1), PM (2), or 24Hr (3).
- 6 Press **Select** .
- 7 Enter the number to which you want to send a fax.
- 8 Press **Start** .

At the designated time, the fax number is dialed, and the fax is transmitted to the designated fax number. If the fax transmission is unsuccessful, the unsuccessful number is tried again based on the redial settings.


Blocking Faxes

Fax Blocking helps you regulate who you receive faxes from. You can block faxes from up to 50 numbers.

Create a Blocked Fax List


- 1 From the main menu, use the up and down **Arrow** buttons   to scroll to **Fax**, and press **Select** .
- 2 Use the up and down **Arrow** buttons   to scroll to **Fax Setup**, and press **Select** . The **Fax Setup** menu opens.
- 3 Use the up and down **Arrow** buttons   to scroll to **Fax Blocking**, and press **Select** . The **Fax Blocking** menu opens.
- 4 Use the up and down **Arrow** buttons   to scroll to **Blocked Fax Add Entry**, and press **Select** . The **Blocked Fax Add Entry** screen opens.
- 5 Use the keypad to specify a name.
 - a Find the number button that corresponds to the letter you want to enter, and press it repeatedly until the correct letter appears.
 - b Press the right **Arrow** button  to move to the next character space, or wait two seconds for the text to be accepted.




NOTE: To enter a space between words, press the right **Arrow** button  twice.

- c Repeat the previous steps until you are finished entering text.



NOTE: To delete a character, press the left **Arrow** button .













- 6 Use the keypad to specify a fax number, and then press **Select** .















NOTE: The lowest possible blocked fax number is automatically assigned to this contact. You cannot change the blocked fax number.

Your printer no longer accepts faxes from the fax numbers you entered when fax blocking is turned on.













Turning Fax Blocking On

- 1 From the main menu, use the up and down **Arrow** buttons   to scroll to **Fax**, and press **Select** .
- 2 Use the up and down **Arrow** buttons   to scroll to **Fax Setup**, and press **Select** . The **Fax Setup** menu opens.
- 3 Use the up and down **Arrow** buttons   to scroll to **Fax Blocking**, and press **Select** . The **Fax Blocking** menu opens.
- 4 Use the left and right **Arrow** buttons   to choose **On** from **Blocked List**.
If the printer detects a fax from one of the numbers on the **Blocked Fax List**, the transmission is disconnected.
- 5 Press **Select** .

Blocking Faxes Without Caller ID


- 1 From the main menu, use the up and down **Arrow** buttons   to scroll to **Fax**, and press **Select** .
- 2 Use the up and down **Arrow** buttons   to scroll to **Fax Setup**, and press **Select** . The **Fax Setup** menu opens.
- 3 Use the up and down **Arrow** buttons   to scroll to **Fax Blocking**, and press **Select** . The **Fax Blocking** menu opens.
- 4 Use the left and right **Arrow** buttons   to choose **On** from **Block No-ID**.
- 5 Press **Select** .
If the printer detects a fax from a machine without Caller ID, the transmission is disconnected.

Changing the Pickup Code

- 1 From the main menu, use the up and down **Arrow** buttons   to scroll to **Fax**, and press **Select** .
- 2 Use the up and down **Arrow** buttons   to scroll to **Fax Setup**, and press **Select** .
The **Fax Setup** menu opens.
- 3 Use the up and down **Arrow** buttons   to scroll to **Ring and Answer**, and press **Select** .
The **Ring and Answer** menu opens.
- 4 Use the up and down **Arrow** buttons   to scroll to **Pickup Code**, and press **Select** .
- 5 Using the keypad, specify a new one- to seven-digit keycode.




NOTE: Valid characters for the pickup code are 0-9, pound (#), and star (*). Any other characters entered are ignored.















- 6 Press **Select** .
- The keycode is saved. The next time you want to answer a fax manually, use the keypad to enter the new code.

Using Auto Fax Convert

If you are faxing a high-resolution document to a fax machine that prints at a lower resolution, the Dell Photo AIO Printer 964 can automatically adjust the fax you send.

 **NOTE:** If you turn off **Auto Fax Convert** and you attempt to send a fax that is not compatible with the receiving fax machine, the fax is not sent and an “Unsupported Mode” error is displayed.

Auto Fax Convert is on by default. To turn off **Auto Fax Convert**:

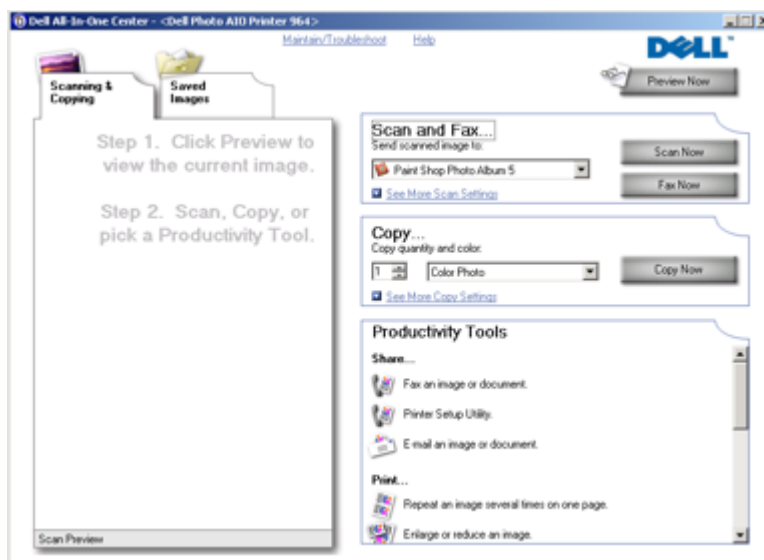
- 1 From the main menu, use the up and down **Arrow** buttons   to scroll to **Fax**, and press **Select** .
- 2 Use the up and down **Arrow** buttons   to scroll to **Fax Setup**, and press **Select** . The **Fax Setup** menu opens.
- 3 Use the up and down **Arrow** buttons   to scroll to **Dialing and Sending**, and press **Select** . The **Dialing and Sending** menu opens.
- 4 Use the up and down **Arrow** buttons   to scroll to **Auto Fax Conversion**.
- 5 Use the left and right **Arrow** buttons   to choose **Off**.
- 6 Press **Select** .

Understanding the Software

The printer software includes:

- **Dell All-In-One Center** — Allows you to perform various scan, copy, fax, and print operations with newly scanned and previously saved documents and images.
- **Printing Preferences** — Allows you to adjust printer settings.
- **Dell Picture Studio™** — Allows you to manage, edit, display, print, and convert photos and other types of images.
- **Memory Card Manager** — Allows you to display, manage, edit, print, and save photos to your computer.
- **Dell Ink Management System™** — Warns you when your printer is running low on ink.

Using the Dell All-In-One Center



The Dell All-In-One Center allows you to:

- Scan, copy, fax, and use productivity tools.
- Select where you want to send the scanned image.
- Select the quantity and color of your copies.
- Access troubleshooting and maintenance information.
- Preview images you want to print or copy.
- Manage photos (copy them to folders, print them, perform creative copying).

To access the Dell All-In-One Center:

Click **Start**→**Programs** or **All Programs**→**Dell Printers**→**Dell Photo AIO Printer 964**→**Dell All-In-One Center**.

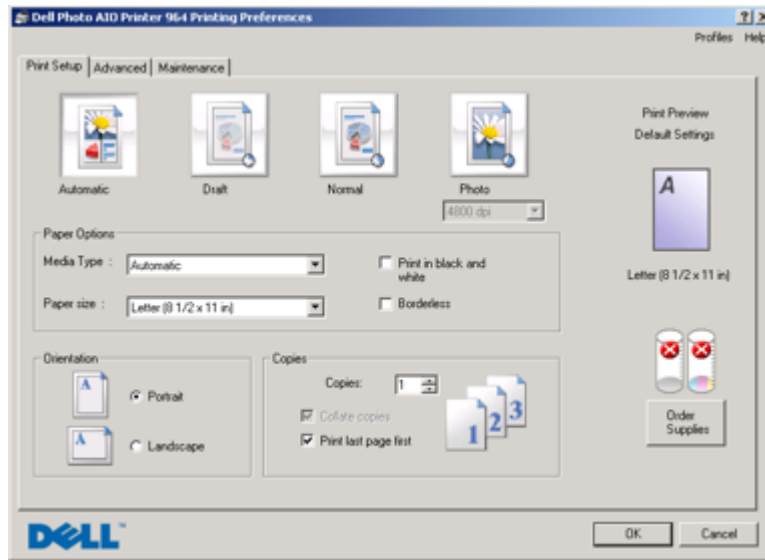
The Dell All-In-One Center includes four main sections: **Scan or Fax**, **Copy**, **Productivity Tools**, and **Preview**.

In this section:	You can:
Scan or Fax	<ul style="list-style-type: none">• Select the program where you want to send the scanned image.• Select the type of image being scanned.• Select how you will use the scan.• Select Fax Now. NOTE: Click See More Scan Settings to view all settings.
Copy	<ul style="list-style-type: none">• Select the quantity and color of your copies.• Select a quality setting for your copies.• Adjust the size of the scanned area.• Lighten or darken your copies (this can also be accomplished using the operator panel).• Enlarge or reduce your copies. NOTE: Click See More Copy Settings to view all settings.

In this section:	You can:
Productivity Tools	<ul style="list-style-type: none"> • Fax an image or document. • Printer Setup Utility. • E-mail an image or document. • Repeat an image several times on one page. • Enlarge or reduce an image. • Print an image as a multi-page poster. • More than one page on a sheet of paper. • Save an image on your computer. • MagiChop - save multiple photos. • Scan and save to PDF format. • Edit text found in a scanned document (Optical Character Recognition). • Modify an image with a photo editor.
Preview	<ul style="list-style-type: none"> • Select a portion of the preview image to scan. • View an image of what will be printed or copied.

For more information about the **Dell All-In-One Center**, click **Help** in the Dell All-In-One Center.

Using Printing Preferences




Printing Preferences allows you to change the various printer settings. You can change your printer settings in **Printing Preferences** depending on the type of project you want to create.

To access **Printing Preferences**:

- 1 With your document open, click **File→Print**.
The **Print** dialog box opens.
- 2 From the **Print** dialog box, click **Preferences**, **Properties**, **Options**, or **Setup** (depending on the program or operating system).
The **Printing Preferences** dialog box opens.

To access **Printing Preferences** when a document is not open:

- 1 In Windows XP, click **Start→Control Panel→Printers and Other Hardware→Printers and Faxes**.
In Windows 2000, click **Start→Settings→Printers**.
- 2 Right-click the printer icon, and then select **Printing Preferences**.

 **NOTE:** Changes made to the printer settings from the **Printers** folder become the default settings for most programs.

Printing Preferences Tabs

Tab	Options
Print Setup	Quality/Speed — Select Automatic , Draft , Normal , or Photo depending on your desired output quality. Draft is the fastest option but should not be selected if you have a photo cartridge installed.
	Media Type — Allows you to set the paper type manually, or have the printer sensor detect the paper type automatically.
	Paper Size — Select the size and type of paper.
	Print Color Images in Black and White — Print your color images in black and white to save the ink in your color ink cartridge. NOTE: You cannot select this setting if you have selected Use Color Cartridge for all Black Printing .
	Orientation — Select how the document is arranged on the printed page. You can print using portrait or landscape orientation.
	Multiple Copies — Customize how the printer prints several photocopies of a single print job: Collated , Normal , or Print Last Page First .
Advanced	2-Sided Printing — Select this to print on both sides of the paper.
	Layout — Select Normal , Banner , Mirror , N-up , Poster , Booklet , or Borderless .
	Automatic Image Sharpening — Automatically select the best image sharpening level based on image content.
	More Options — Allows you to specify Appearance Mode and Complete-A-Print settings.
Maintenance	Install Print Cartridges
	Clean Print Cartridges
	Align Print Cartridges
	Print a Test Page
	Network Support

Using Dell Picture Studio

In Dell Picture Studio, you can explore digital photography and learn how to organize, create, or print photos. There are two components to the Dell Picture Studio:

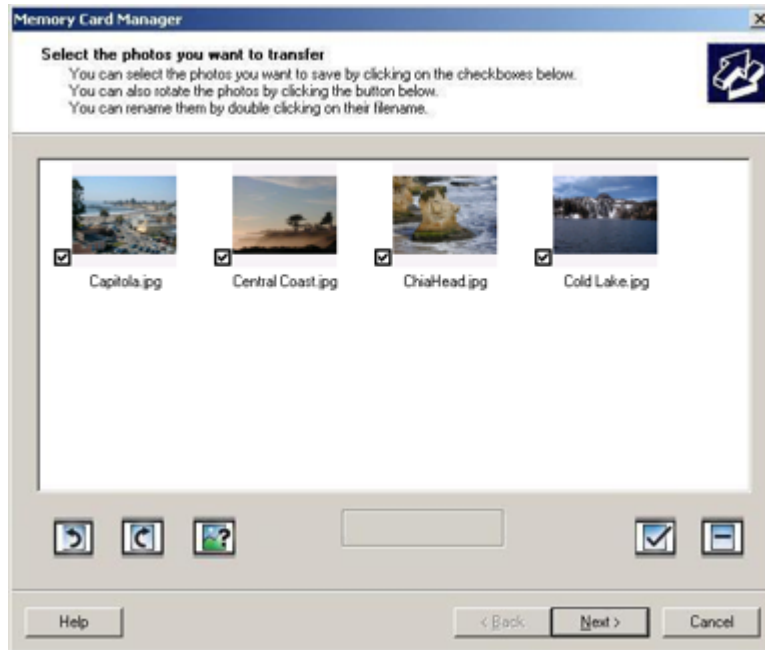
- Paint Shop Photo Album 5

Click **Start**→**Programs** or **All Programs**→**Dell Picture Studio 3**→**Paint Shop Photo Album 5**→**Paint Shop Photo Album 5**.

- Paint Shop Pro Studio

Click **Start**→**Programs** or **All Programs**→**Dell Picture Studio 3**→**Paint Shop Pro Studio**→**Jasc Paint Shop Pro Studio**.

Using the Memory Card Manager




Memory Card Manager (MCM) allows you to display, manage, edit, print, and save photos from your memory card to your computer.

To launch MCM:

- 1 Insert a memory card into the memory card slot or a USB key into the PictBridge port on the front of the printer.

After the card is read, the printer automatically switches to **Photo** mode.

- 2 Use the up or down **Arrow** buttons   to scroll to **Save Photos to Computer**, and then press **Select** .

You can also launch MCM from your computer by clicking **Start**→**Programs** or **All Programs**→**Dell Printers**→**Dell Photo AIO Printer 964**→**Activate Memory Card Manager**.

For more information on using MCM, see "Printing Photos From a Memory Card" on page 32.

Dell Ink Management System

Each time you print a job, a printing progress screen appears, which shows the progress of the print job as well as the amount of ink remaining and the approximate number of pages remaining in the cartridge. The page counter is hidden during the first 50 pages of cartridge use, until printing habits are learned and a more accurate count can be given. The number of pages remaining changes as a result of the type of print jobs the printer completes.

When your ink cartridge levels are low, a **Low Ink Warning** appears on your screen when you try to print. This warning is displayed every time you print until you install a new ink cartridge. For more information on replacing ink cartridges, see "Replacing Ink Cartridges" on page 83.

When one or both of your ink cartridges are empty, the **Reserve Tank** window appears on your screen when you try to print. If you continue printing, the print job may not print as you expect.

If your black ink cartridge is out of ink, you can choose to print black from the color ink cartridge (Process Black) by selecting **Complete-A-Print** before clicking the **Continue Printing** button. If you select **Complete-A-Print**, and click **Continue Printing**, Process Black is used for all black printing until the black cartridge is replaced, or the option is cleared from **More Options**, located on the **Advanced** tab of the **Printing Preferences**. The **Reserve Tank** dialog does not display again until after the low ink cartridge has been replaced. The **Complete-A-Print** check box is automatically reset when a new or different cartridge is installed.



Removing and Reinstalling Software

If your printer does not function properly, or communication error messages appear when using your printer, you can remove and reinstall the printer software.

- 1** Click **Start**→ **Programs** or **All Programs**→ **Dell Printers**→ **Dell Photo AIO Printer 964**→ **Uninstall Dell Photo AIO Printer 964**.
- 2** Follow the instructions on the computer screen to remove the printer software.
- 3** Restart your computer before installing the software again.
- 4** Insert the *Drivers and Utilities* CD, and then follow the instructions on the computer screen to install the software.

If the installation screen does not appear:

- a** In *Windows XP*, click **Start**→ **My Computer**.
In *Windows 2000*, double-click **My Computer** from your desktop.
- b** Double-click the **CD-ROM drive** icon. If necessary, double-click **setup.exe**.
- c** When the printer software installation screen appears, click **Personal Installation** or **Network Installation**.
- d** Follow the instructions on your screen to complete the installation.

Ink Cartridge Maintenance

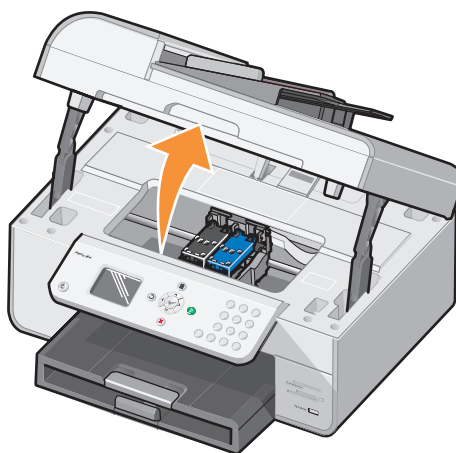
Replacing Ink Cartridges

⚠ CAUTION: Before performing any of the procedures listed in this section, read and follow the "CAUTION: SAFETY INSTRUCTIONS" on page 11.

Dell ink cartridges are available only through Dell. You can order more ink online at www.dell.com/supplies or by phone. To order by phone, see "Ordering Supplies" on page 2

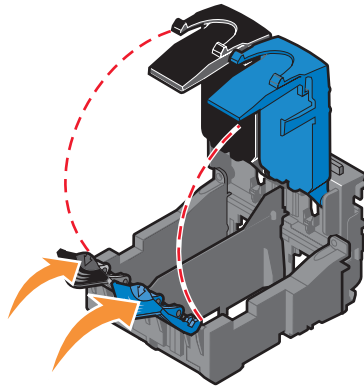
Dell recommends Dell ink cartridges for your printer. Dell does not provide warranty coverage for problems caused by using accessories, parts, or components not supplied by Dell.

- 1 Turn on your printer.
- 2 Lift the printer unit.

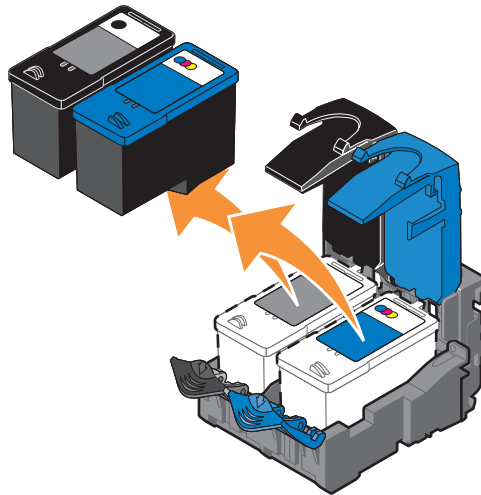


The ink cartridge carrier moves and stops at the loading position unless the printer is busy.

- 3 Press down on the ink cartridge lever to raise each ink cartridge lid.




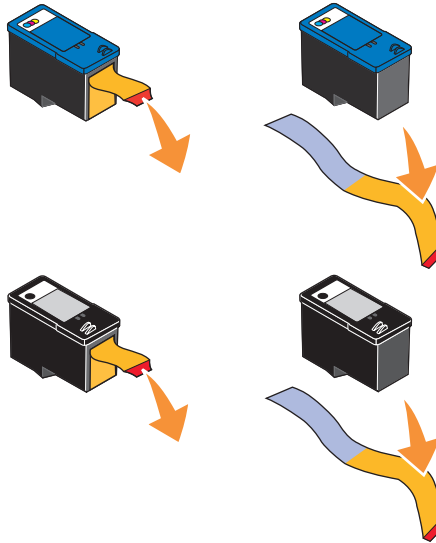
- 4 Remove the old ink cartridges.



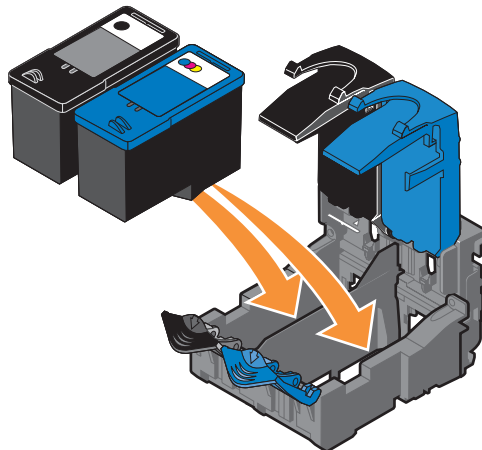
- 5 Store the cartridges in an air-tight container (one is included with each photo cartridge you purchase), or dispose of them.

- 6 If you are installing new ink cartridges, remove the sticker and transparent tape from the back and bottom of each ink cartridge.

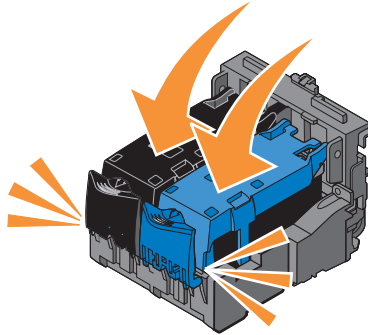
 **NOTE:** The illustration below shows a black cartridge and a color cartridge (use for normal printing). For photo printing, use a photo cartridge (sold separately) and a color cartridge.



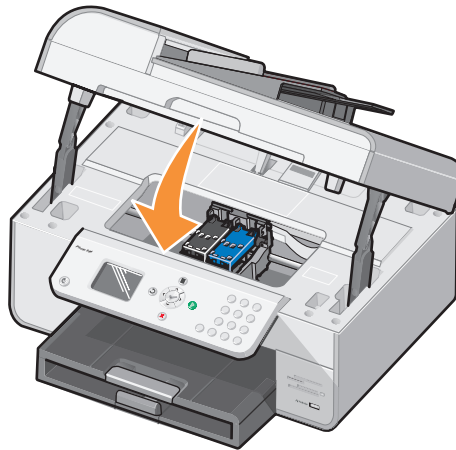
- 7 Insert the new ink cartridges. Make sure the black or photo ink cartridge is secure in the left ink cartridge carrier, and the color ink cartridge is secure in the right ink cartridge carrier.



- 8 Snap each lid closed.




- 9 Close the printer unit.



An alignment page automatically prints.

Aligning Ink Cartridges

Your printer automatically aligns the ink cartridges when they are installed or replaced. To verify your ink cartridges are aligned, you can print an alignment page. After you close the printer unit, press **Select** . The alignment page begins printing. During printing, the operator panel display reads *Printing alignment page*. When complete, the message reads *Auto Alignment Complete*. Your ink cartridges are now aligned for optimal print quality.

You may also need to align ink cartridges when characters are not properly formed or are not aligned at the left margin, or when vertical or straight lines appear wavy.

To align the ink cartridges:

- 1 Load paper in the paper support. For more information, see "Loading Paper" on page 22.
- 2 In *Windows XP*, click **Start**→**Control Panel**→**Printers and Other Hardware**→**Printers and Faxes**.

In *Windows 2000*, click **Start**→**Settings**→**Printers**.

- 3 Right-click the Dell Photo AIO Printer 964 icon.
- 4 Click **Printing Preferences**.

The **Printing Preferences** dialog box opens.

- 5 Click the **Maintenance** tab.
- 6 Click **Align Print Cartridges**.
- 7 Click **Print**.

The ink cartridges align when the page prints.



NOTE: You can also align the ink cartridges from the printer's operator panel by selecting **Align Cartridges** from the **Maintenance** menu.

Cleaning the Ink Cartridge Nozzles

You may need to clean the nozzles when:

- White lines appear in graphics or solid black areas.
- Print appears smudged or too dark.
- Colors fade, do not print, or do not print completely.
- Vertical lines appear jagged or edges appear rough.

To clean the ink cartridge nozzles:

- 1** Load the paper. For more information, see "Loading Paper" on page 22.
- 2** In *Windows XP*, click **Start**→**Control Panel**→**Printers and Other Hardware**→**Printers and Faxes**.
In *Windows 2000*, click **Start**→**Settings**→**Printers**.
- 3** Right-click the Dell Photo AIO Printer 964 icon.
- 4** Click **Printing Preferences**.
The **Printing Preferences** dialog box opens.
- 5** Click the **Maintenance** tab.
- 6** Click **Clean Print Cartridges**.
- 7** If the print quality has not improved, click **Print Again**.
- 8** Print your document again to verify the improved print quality.
- 9** If you are still not satisfied with the print quality, wipe the ink cartridge nozzles, and then print your document again.



NOTE: You can also clean the ink cartridge nozzles from the printer's operator panel by selecting **Clean Cartridges** from the **Maintenance** menu.

Troubleshooting

Follow these tips when you troubleshoot your printer:

- If the printer does not work, ensure that the printer is properly connected to the electrical outlet and computer, if using a computer.
- If an error message appears on the operator panel display, write down the exact message.

Setup Problems

Computer Problems

VERIFY THAT YOUR PRINTER IS COMPATIBLE WITH YOUR COMPUTER.

The Dell Photo AIO Printer 964 supports Windows 2000, Windows XP, and Windows XP Professional x64 Edition.

VERIFY YOUR COMPUTER MEETS THE MINIMUM SYSTEM REQUIREMENTS FOR YOUR OPERATING SYSTEM.

MAKE SURE YOU TURNED ON BOTH YOUR PRINTER AND YOUR COMPUTER.

CHECK THE USB CABLE.

- Ensure that the USB cable is firmly connected to your printer and your computer.
- Shut down the computer, reconnect the USB cable as shown on the “*Setting Up Your Printer*” poster, and then restart the computer.

DETERMINE IF THE PRINTER SOFTWARE IS INSTALLED.

Click Start→Programs or All Programs→Dell Printers→Dell Photo AIO Printer 964. If the Dell Photo AIO Printer 964 does not appear in the list of programs, the printer software is not installed. Install the printer software. For more information, see “Removing and Reinstalling Software” on page 81.

IF THE SOFTWARE INSTALLATION SCREEN DOES NOT APPEAR AUTOMATICALLY, INSTALL THE SOFTWARE MANUALLY.

- 1** Insert the *Drivers and Utilities* CD.
- 2** In *Windows XP*, click **Start→My Computer**.
In *Windows 2000*, double-click **My Computer** from your desktop.
- 3** Double-click the **CD-ROM** drive icon. If necessary, double-click **setup.exe**.
- 4** When the printer software screen appears, click **Personal Installation** or **Network Installation**.
- 5** Follow the instructions on your screen to complete the installation.

CORRECT COMMUNICATION PROBLEMS BETWEEN THE PRINTER AND THE COMPUTER.

- Remove the USB cable from your printer and your computer. Reconnect the USB cable to your printer and your computer.
- Turn off the printer. Unplug the printer power cable from the electrical outlet. Reconnect the printer power cable to the electrical outlet, and turn on the printer.
- Restart your computer.

SET YOUR PRINTER AS THE DEFAULT PRINTER.*Windows XP*

- 1** Click **Start→Control Panel→Printers and Other Hardware→Printers and Faxes**.
- 2** Right-click **Dell Photo AIO Printer 964**, and select **Set as Default**.

Windows 2000

- 1** Click **Start→Settings→Printers**.
- 2** Right-click **Dell Photo AIO Printer 964**, and select **Set as Default**.

Printer Problems

ENSURE THAT THE PRINTER POWER CABLE IS FIRMLY CONNECTED TO THE PRINTER AND THE ELECTRICAL OUTLET.

DETERMINE IF THE PRINTER HAS BEEN HELD OR PAUSED.

Windows XP

- 1 Click **Start**→ **Control Panel**→ **Printers and Other Hardware**→ **Printers and Faxes**.
- 2 Double-click **Dell Photo AIO Printer 964**, and then click **Printer**.
- 3 Make sure a check mark is not next to **Pause Printing**. If a check mark is next to **Pause Printing**, click it to deselect the option.

Windows 2000

- 1 Click **Start**→ **Settings**→ **Printers**.
- 2 Double-click **Dell Photo AIO Printer 964**, and then click **Printer**.
- 3 Make sure a check mark is not next to **Pause Printing**. If a check mark is next to **Pause Printing**, click **Pause Printing** to deselect it.

CHECK FOR FLASHING LIGHTS ON THE PRINTER.

For more information, see "Error Messages and Lights" on page 97.

ENSURE YOU INSTALLED THE INK CARTRIDGES CORRECTLY AND REMOVED THE STICKER AND TAPE FROM EACH CARTRIDGE.

MAKE SURE YOU LOADED THE PAPER CORRECTLY.

For more information, see "Loading Paper" on page 22.

PRINTER WON'T PRINT AND PRINT JOBS ARE STUCK IN PRINT QUEUE.

Print jobs may be stuck in the print queue if you have multiple instances of your Dell printer installed on your computer. To check for multiple entries of the printer:

- 1 In *Windows XP*, click **Start→Control Panel→Printers and Other Hardware→Printers and Faxes**.
In *Windows 2000*, click **Start→Settings→Printers**.
- 2 Check for multiple printer objects for your Dell printer, which might be shown as **Dell 964, Dell 964 (Copy 1), Dell 964 (Copy 2)**, and so on.
- 3 Print a job to each one of these print objects to see which print object is active.
- 4 Set the active print object as the default printer by right-clicking it in the **Printers and Faxes** window.
- 5 Delete the other copies of the print object by right-clicking each and selecting **Delete**.

NOTE: Be careful not to delete any printers you still want to use. If you accidentally delete a printer that you want to use, reinstall it using the CD or web drivers for that specific printer. To prevent multiple instances of your Dell printer in your **Printers and Faxes** folder, make sure when disconnecting and reconnecting the printer from your computer's USB connector that you always plug the USB cable back into the same USB connector that was originally used for the Dell printer. Also, do not install the Dell printer drivers multiple times from your printer CD.

General Problems

Fax Problems

When you have trouble sending or receiving faxes, try these things to fix the problem.

MAKE SURE YOU TURNED ON BOTH YOUR PRINTER AND YOUR COMPUTER, AND THE USB CABLE IS PROPERLY CONNECTED.

MAKE SURE AN ACTIVE TELEPHONE LINE IS CONNECTED TO THE FAX CONNECTOR (FAX —LEFT SIDE CONNECTOR) ON THE BACK OF YOUR PRINTER.

MAKE SURE THE FAX NUMBER, COUNTRY CODE, AND DATE/TIME ARE SET CORRECTLY.

MAKE SURE THAT IF YOU ARE USING A DSL OR ISDN LINE, YOU ARE USING A DIGITAL LINE FILTER ON THE TELEPHONE LINE CONNECTING YOUR WALL JACK TO THE WALL.

MAKE SURE THE TELEPHONE LINE IS NOT IN USE BY ANOTHER DEVICE SUCH AS A DIAL-UP MODEM INTERNET SERVICE. IF IT IS, WAIT UNTIL THE OTHER DEVICE IS FINISHED BEFORE SENDING YOUR FAX.

MAKE SURE THE ORIGINAL DOCUMENT IS LOADED CORRECTLY (FACE DOWN IN THE BACK LEFT CORNER OF THE SCANNER GLASS OR TEXT-SIDE UP ON THE ADF) AND THE PAPER IS LOADED CORRECTLY (FOR HELP, SEE "LOAD PLAIN PAPER INTO THE PAPER SUPPORT" ON PAGE 22).

MAKE SURE THE PRINTER DOESN'T HAVE A PAPER JAM. IF IT DOES, SEE "CHECK FOR A PAPER JAM." ON PAGE 94.

MAKE SURE THE MEMORY IS NOT FULL. DIAL THE RECEIVING NUMBER FIRST, AND THEN SCAN YOUR ORIGINAL DOCUMENT ONE PAGE AT A TIME.

MAKE SURE THE POWER SUPPLY, TELEPHONE, HANDSET, AND ANSWERING MACHINE CONNECTIONS ARE SECURE.

MAKE SURE THE SPEED DIAL IS SET CORRECTLY.

MAKE SURE THE PRINTER DETECTS THE DIAL TONE.

Paper Problems

MAKE SURE YOU LOADED THE PAPER CORRECTLY.

For more information, see "Loading Paper" on page 22.

USE ONLY PAPER RECOMMENDED FOR YOUR PRINTER.

For more information, see "Print Media Guidelines for the Paper Support" on page 26.

USE A SMALLER AMOUNT OF PAPER WHEN PRINTING MULTIPLE PAGES.

For more information, see "Print Media Guidelines for the Paper Support" on page 26.

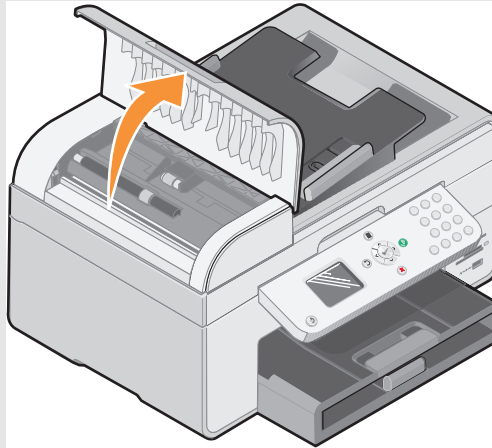
MAKE SURE THE PAPER IS NOT WRINKLED, TORN OR DAMAGED.


MAKE SURE THE PAPER GUIDES REST AGAINST THE LEFT AND RIGHT EDGES AND BOTTOM OF THE PAPER.

CHECK FOR A PAPER JAM.

Near the ADF

- 1 Lift the ADF cover located to the left of the ADF input tray.

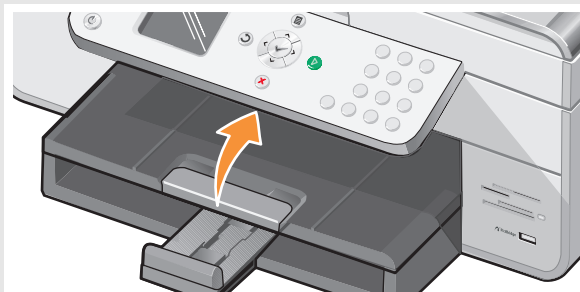



- 2 Pull firmly on the paper to remove it.
- 3 Close the ADF cover.
- 4 Press Select .
- 5 Resend your print job to print any missing pages.

NOTE: To avoid paper jams, do not force paper into the All-In-One.

Near the paper input tray

- 1 Lift the paper exit tray.

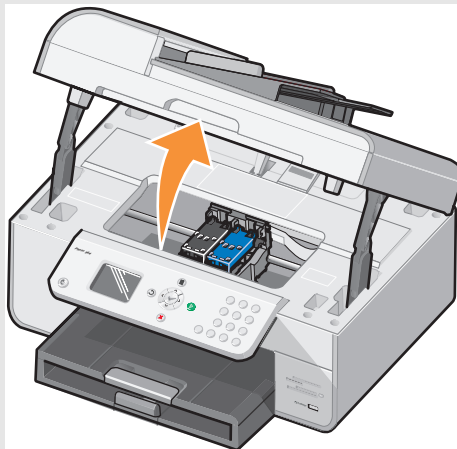



- 2 Pull firmly on the paper to remove it.
- 3 Lower the paper exit tray.
- 4 Press Select .

Resend your print job to print any missing pages.

Near the paper exit tray

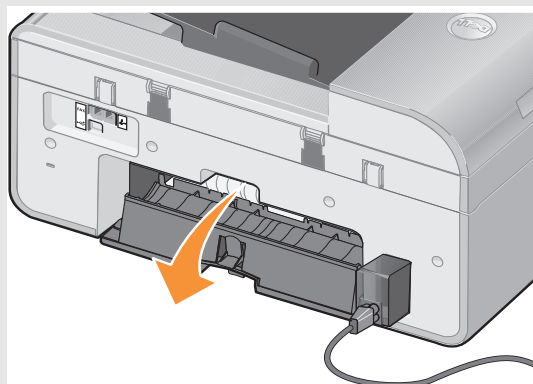
- 1 Raise the printer unit.




- 2 Pull firmly on the paper to remove it.
- 3 Close the printer unit.
- 4 Press Select .
- 5 Resend your print job to print any missing pages.

Near the rear access door

- 1 Open the rear access door.



- 2 Pull firmly on the paper to remove it.
- 3 Close the rear access door.
- 4 Press Select .
- 5 Resend your print job to print any missing pages.

TO PREVENT JAMS AND MISFEEDS, MAKE SURE:

- You use a paper recommended for inkjet printers.
- You do not force the paper into the printer.
- You do not load too much paper in the printer.
- The paper guide rests against the edges of the paper and does not cause the paper to bow in the paper support.
- You place the printer on a flat, level surface.
- You select the correct paper type and size.
- If you are printing a banner, you select **Letter Banner** or **A4 Banner** in **Printing Preferences**.

Network Problems**SCANNING PROGRAMS UNAVAILABLE THROUGH THE NETWORK**

After installing your Dell 964 All-in-One Printer and Dell Wireless Printer Adapter 3300 on your computer with Microsoft® Windows® XP Service Pack 2 installed, the **Downloading Application List** fails to work properly because the Windows firewall is not configured correctly.

To properly configure the Windows firewall:

- 1** Click **Start**→**Control Panel**→**Windows Firewall**.
- 2** Click the **Exceptions** tab.
- 3** Click the **Dell 964 Server** box, and then click the **Edit** button.
- 4** From the **Edit a Program** screen, click the **Change Scope** button.

NOTE: The default is **Any Computer** (including those on the Internet). This is the highest risk setting, as it allows access to your computer for all users, including users on the Internet.



- 5** Select the **My network (subnet) only** or the **Custom list:** button. Selecting **My network (subnet) only** allows access only to users on the same subnet as your computer and wireless printer adapter. **Custom list:** limits access to only the IP addresses added and, if necessary, the subnet mask.
- 6** If you selected **Custom list:**, enter the values as shown in the example on the screen.
- 7** Click **OK** three times.
- 8** Restart your computer.



IF YOU ARE USING A WIRELESS PRINTER ADAPTER, ENSURE YOU HAVE THE LATEST FIRMWARE UPDATES.

For the latest updates and information, visit support.dell.com.

Error Messages and Lights

The following error messages can be found on your computer screen or operator panel display.

Error Message:	What it indicates:	Solution:
Black Ink Low Color Ink Low	An ink cartridge is running low on ink. The Low Ink warning occurs when your ink cartridges are about 25 percent full, 15 percent full, and 5 percent full.	Replace the ink cartridge. For more information, see "Replacing Ink Cartridges" on page 83.
Clear paper jam	A paper jam exists in the printer.	Clear the paper jam, and then press Select  on the operator panel. For more information, see "Check for a paper jam." on page 94.
Clear ADF jam	A paper jam exists in the ADF.	Clear the paper jam, and then press Select  on the operator panel. For more information, see "Check for a paper jam." on page 94.
Load Paper then Press Select	Your printer is out of paper.	Follow the instructions on the display to clear the message, and then print your document.
Left cartridge missing. Insert Black or Photo cartridge	The Black or Photo ink cartridge is missing.	Install a Black or Photo ink cartridge. For more information, see "Replacing Ink Cartridges" on page 83.
Right cartridge missing. Insert Color cartridge	The Color ink cartridge is missing.	Install a Color ink cartridge. For more information, see "Replacing Ink Cartridges" on page 83.
Left cartridge incorrect	The wrong ink cartridge is installed in the left cartridge carrier.	Remove the cartridge, and install the correct Black or Photo cartridge for your printer. For more information, see "Replacing Ink Cartridges" on page 83.

Error Message:	What it indicates:	Solution:
Right cartridge incorrect	The wrong ink cartridge is installed in the right cartridge carrier.	Remove the cartridge, and install the correct Color cartridge for your printer. For more information, see "Replacing Ink Cartridges" on page 83.
Cartridge error	There is a problem with the ink cartridges or the print heads.	<ul style="list-style-type: none"> • Reinstall the ink cartridges. For more information, see "Replacing Ink Cartridges" on page 83. • Disconnect and then reconnect the printer power cable.
Data error	Data error or incomplete data.	Press the Power button  to reset, and then resend your print job.
Scan error	Scan carrier error.	Turn off the printer, wait a few seconds, and then turn on the printer.
Paper feed error	A paper feed error has occurred.	Check the paper paths for obstructions, and then press the Power button  to reset. For more information, "Check for a paper jam." on page 94.
Device Not Supported. Please Disconnect	The attached device is not supported, or the PictBridge-enabled digital camera is not set to the correct USB mode.	Disconnect the device, or check the USB mode setup. Refer to the documentation that came with your digital camera for more information.
Communications error message	The printer is not communicating with the computer.	<ul style="list-style-type: none"> • Disconnect and then reconnect the USB cable. • Disconnect and then reconnect the printer power cable. • Restart the computer. • Remove and reinstall the printer software. See "Removing and Reinstalling Software" on page 81.

Improving Print Quality

If you are not satisfied with the print quality of your documents, there are several different ways to improve the print quality.

- Use the appropriate paper. For example, use Dell Premium Photo Paper if you are printing photos with a photo ink cartridge.
- Use paper that is a heavier weight, bright white, or coated. Use Dell Premium Photo Paper if you are printing photos.



NOTE: Dell Premium Photo Paper may not be available in all areas.

- Select a higher print quality.

To select a higher print quality:

- 1** With your document open, click **File→Print**.
The **Print** dialog box opens.
- 2** Click **Preferences**, **Properties**, or **Options** (depending on your program or operating system).
The **Printing Preferences** dialog box opens.
- 3** On the **Print Setup** tab, select a higher quality setting.
- 4** Print your document again. If the print quality does not improve, try aligning or cleaning the ink cartridges. For more information on aligning, see "Aligning Ink Cartridges" on page 87. For more information on cleaning ink cartridges, see "Cleaning the Ink Cartridge Nozzles" on page 88.

For additional solutions, go to support.dell.com.

Contacting Dell

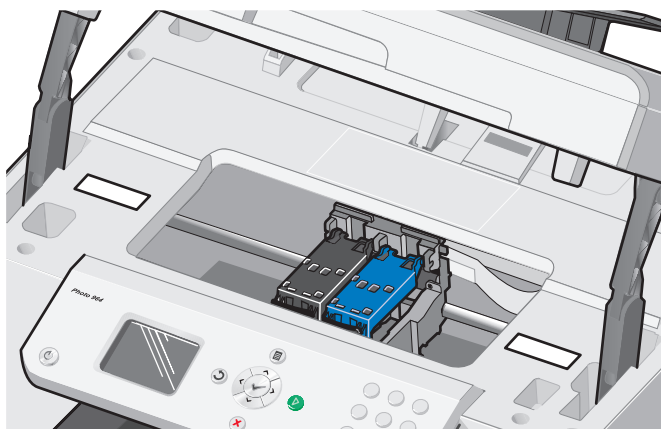
Technical Assistance

If you need help with a technical problem, Dell is ready to assist you.

- 1 Call technical support from a telephone near or at the printer so that technical support can assist you with any necessary procedures. When calling Dell, use your Express Service Code to help expedite the routing of your call to the proper support personnel.

The Express Service Code is located under the printer unit.

NOTE: Dell's Express Service Code system may not be available in all countries.



- 2 In the U.S., Business customers should call 1-877-459-7298, and Consumer (Home and Home Office) customers should call 1-800-624-9896.

If you are calling from a different country or are in a different Service area, see "Contacting Dell" on page 102 for your local telephone number.

- 3 Follow the menu prompts in the automated telephone system to speak with a technical support representative.

Automated Order-Status Service

To check on the status of any Dell products that you have ordered, you can go to support.dell.com, or you can call the automated order-status service. A recording prompts you for the information needed to locate and report on your order. See "Contacting Dell" on page 102 for the telephone number to call for your region.

Contacting Dell

To contact Dell electronically, you can access the following websites:

- www.dell.com
- support.dell.com (technical support)
- premiersupport.dell.com (technical support for educational, government, healthcare, and medium/large business customers, including Premier, Platinum, and Gold customers)

For specific web addresses for your country, find the appropriate country section in the table below.

NOTE: Toll-free numbers are for use within the country for which they are listed.

When you need to contact Dell, use the electronic addresses, telephone numbers, and codes provided in the following table. If you need assistance in determining which codes to use, contact a local or an international operator.

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Anguilla	General Support	toll-free: 800-335-0031
Antigua and Barbuda	General Support	1-800-805-5924
Argentina (Buenos Aires)	Website: www.dell.com.ar	
International Access Code: 00	E-mail: us_latin_services@dell.com	
Country Code: 54	E-mail for desktop and portable computers: la-techsupport@dell.com	
City Code: 11	E-mail for servers and EMC: la_enterprise@dell.com	
	Customer Care	toll-free: 0-800-444-0730
	Tech Support	toll-free: 0-800-444-0733
	Tech Support Services	toll-free: 0-800-444-0724
	Sales	0-810-444-3355
Aruba	General Support	toll-free: 800-1578
Australia (Sydney)	E-mail (Australia): au_tech_support@dell.com	
International Access Code: 0011	E-mail (New Zealand): nz_tech_support@dell.com	
Country Code: 61	Home and Small Business	1-300-655-533
City Code: 2	Government and Business	toll-free: 1-800-633-559
	Preferred Accounts Division (PAD)	toll-free: 1-800-060-889
	Customer Care	toll-free: 1-800-819-339
	Technical Support (portables and desktops)	toll-free: 1-300-655-533
	Technical Support (servers and workstations)	toll-free: 1-800-733-314
	Corporate Sales	toll-free: 1-800-808-385
	Transaction Sales	toll-free: 1-800-808-312
	Fax	toll-free: 1-800-818-341

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Austria (Vienna)	Website: support.euro.dell.com	
International Access Code: 900	E-mail: tech_support_central_europe@dell.com	
Country Code: 43	Home/Small Business Sales	0820 240 530 00
City Code: 1	Home/Small Business Fax	0820 240 530 49
	Home/Small Business Customer Care	0820 240 530 14
	Preferred Accounts/Corporate Customer Care	0820 240 530 16
	Home/Small Business Technical Support	0820 240 530 14
	Preferred Accounts/Corporate Technical Support	0660 8779
	Switchboard	0820 240 530 00
Bahamas	General Support	toll-free: 1-866-278-6818
Barbados	General Support	1-800-534-3066
Belgium (Brussels)	Website: support.euro.dell.com	
International Access Code: 00	E-mail for French-speaking Customers: support.euro.dell.com/be/fr/emaildell/	
Country Code: 32	Technical Support	02 481 92 88
City Code: 2	Technical Support Fax	02 481 92 95
	Customer Care	02 713 15 65
	Corporate Sales	02 481 91 00
	Fax	02 481 92 99
	Switchboard	02 481 91 00
Bermuda	General Support	1-800-342-0671
Bolivia	General Support	toll-free: 800-10-0238
Brazil	Website: www.dell.com/br	
International Access Code: 00	Customer Support, Technical Support	0800 90 3355
Country Code: 55	Technical Support Fax	51 481 5470
City Code: 51	Customer Care Fax	51 481 5480
	Sales	0800 90 3390
British Virgin Islands	General Support	toll-free: 1-866-278-6820
Brunei	Customer Technical Support (Penang, Malaysia)	604 633 4966
Country Code: 673	Customer Service (Penang, Malaysia)	604 633 4949
	Sales (Singapore)	toll-free: 1 800 394 7425

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Canada (North York, Ontario) International Access Code: 011	Online Order Status: www.dell.ca/ostatus AutoTech (automated technical support) Customer Care (Home Sales/Small Business) Customer Care (med./large business, government) Technical Support (Home Sales/Small Business) Technical Support (med./large bus., government) Sales (Home Sales/Small Business) Sales (med./large bus., government) Spare Parts Sales & Extended Service Sales	toll-free: 1-800-247-9362 toll-free: 1-800-847-4096 toll-free: 1-800-326-9463 toll-free: 1-800-847-4096 toll-free: 1-800-387-5757 toll-free: 1-800-387-5752 toll-free: 1-800-387-5755 1 866 440 3355
Cayman Islands	General Support	1-800-805-7541
Chile (Santiago) Country Code: 56 City Code: 2	Sales, Customer Support, and Technical Support	toll-free: 1230-020-4823

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
China (Xiamen)	Technical Support website: support.dell.com.cn	
Country Code: 86	Technical Support E-mail: cn_support@dell.com	
City Code: 592	Customer Care E-mail: customer_cn@dell.com	
	Technical Support Fax	592 818 1350
	Technical Support (Dell™ Dimension™ and Inspiron™)	toll-free: 800 858 2969
	Technical Support (OptiPlex™, Latitude™, and Dell Precision™)	toll-free: 800 858 0950
	Technical Support (servers and storage)	toll-free: 800 858 0960
	Technical Support (projectors, PDAs, switches, routers, and so on)	toll-free: 800 858 2920
	Technical Support (printers)	86 592 818 3144 or toll-free: 800 858 2311
	Customer Care	toll-free: 800 858 2060
	Customer Care Fax	592 818 1308
	Home and Small Business	toll-free: 800 858 2222
	Preferred Accounts Division	toll-free: 800 858 2557
	Large Corporate Accounts GCP	toll-free: 800 858 2055
	Large Corporate Accounts Key Accounts	toll-free: 800 858 2628
	Large Corporate Accounts North	toll-free: 800 858 2999
	Large Corporate Accounts North Government and Education	toll-free: 800 858 2955
	Large Corporate Accounts East	toll-free: 800 858 2020
	Large Corporate Accounts East Government and Education	toll-free: 800 858 2669
	Large Corporate Accounts Queue Team	toll-free: 800 858 2572
	Large Corporate Accounts South	toll-free: 800 858 2355
	Large Corporate Accounts West	toll-free: 800 858 2811
	Large Corporate Accounts Spare Parts	toll-free: 800 858 2621
Colombia	General Support	980-9-15-3978
Costa Rica	General Support	0800-012-0435

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Czech Republic (Prague)	Website: support.euro.dell.com	
International Access Code: 00	E-mail: czech_dell@dell.com	
Country Code: 420	Technical Support	22537 2727
	Customer Care	22537 2707
	Fax	22537 2714
	Tech Fax	22537 2728
	Switchboard	22537 2711
Denmark (Copenhagen)	Website: support.euro.dell.com	
International Access Code: 00	E-mail: support.euro.dell.com/dk/da/emaildell/	
Country Code: 45	Technical Support	7023 0182
	Customer Care (Relational)	7023 0184
	Home/Small Business Customer Care	3287 5505
	Switchboard (Relational)	3287 1200
	Switchboard Fax (Relational)	3287 1201
	Switchboard (Home/Small Business)	3287 5000
	Switchboard Fax (Home/Small Business)	3287 5001
Dominica	General Support	toll-free: 1-866-278-6821
Dominican Republic	General Support	1-800-148-0530
Ecuador	General Support	toll-free: 999-119
El Salvador	General Support	01-899-753-0777
Finland (Helsinki)	Website: support.euro.dell.com	
International Access Code: 990	E-mail: support.euro.dell.com/fi/fi/emaildell/	
Country Code: 358	Technical Support	09 253 313 60
City Code: 9	Customer Care	09 253 313 38
	Fax	09 253 313 99
	Switchboard	09 253 313 00

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
France (Paris) (Montpellier)	Website: support.euro.dell.com	
International Access Code: 00	E-mail: support.euro.dell.com/fr/fr/emaildell/	
Country Code: 33	Home and Small Business	
City Codes: (1) (4)	Technical Support	0825 387 270
	Customer Care	0825 823 833
	Switchboard	0825 004 700
	Switchboard (calls from outside of France)	04 99 75 40 00
	Sales	0825 004 700
	Fax	0825 004 701
	Fax (calls from outside of France)	04 99 75 40 01
	Corporate	
	Technical Support	0825 004 719
	Customer Care	0825 338 339
	Switchboard	01 55 94 71 00
	Sales	01 55 94 71 00
	Fax	01 55 94 71 01
Germany (Langen)	Website: support.euro.dell.com	
International Access Code: 00	E-mail: tech_support_central_europe@dell.com	
Country Code: 49	Technical Support	06103 766-7200
City Code: 6103	Home/Small Business Customer Care	0180-5-224400
	Global Segment Customer Care	06103 766-9570
	Preferred Accounts Customer Care	06103 766-9420
	Large Accounts Customer Care	06103 766-9560
	Public Accounts Customer Care	06103 766-9555
	Switchboard	06103 766-7000

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Greece	Website: support.euro.dell.com	
International Access Code: 00	E-mail: support.euro.dell.com/gr/en/emaildell/	
Country Code: 30	Technical Support	00800-44 14 95 18
	Gold Service Technical Support	00800-44 14 00 83
	Switchboard	2108129810
	Gold Service Switchboard	2108129811
	Sales	2108129800
	Fax	2108129812
Grenada	General Support	toll-free: 1-866-540-3355
Guatemala	General Support	1-800-999-0136
Guyana	General Support	toll-free: 1-877-270-4609
Hong Kong	Website: support.ap.dell.com	
International Access Code: 001	Technical Support E-mail: apsupport@dell.com	
Country Code: 852	Technical Support (Dimension and Inspiron)	2969 3188
	Technical Support (OptiPlex, Latitude, and Dell Precision)	2969 3191
	Technical Support (PowerApp™, PowerEdge™, PowerConnect™, and PowerVault™)	2969 3196
	Customer Care	3416 0910
	Large Corporate Accounts	3416 0907
	Global Customer Programs	3416 0908
	Medium Business Division	3416 0912
	Home and Small Business Division	2969 3105
India	Technical Support	1600 33 8045
	Sales (Large Corporate Accounts)	1600 33 8044
	Sales (Home and Small Business)	1600 33 8046

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Ireland (Cherrywood)	Website: support.euro.dell.com	
International Access Code: 16	E-mail: dell_direct_support@dell.com	
Country Code: 353	Technical Support	1850 543 543
City Code: 1	U.K. Technical Support (dial within U.K. only)	0870 908 0800
	Home User Customer Care	01 204 4014
	Small Business Customer Care	01 204 4014
	U.K. Customer Care (dial within U.K. only)	0870 906 0010
	Corporate Customer Care	1850 200 982
	Corporate Customer Care (dial within U.K. only)	0870 907 4499
	Ireland Sales	01 204 4444
	U.K. Sales (dial within U.K. only)	0870 907 4000
	Fax/Sales Fax	01 204 0103
	Switchboard	01 204 4444
Italy (Milan)	Website: support.euro.dell.com	
International Access Code: 00	E-mail: support.euro.dell.com/it/it/emaildell/	
Country Code: 39	Home and Small Business	
City Code: 02	Technical Support	02 577 826 90
	Customer Care	02 696 821 14
	Fax	02 696 821 13
	Switchboard	02 696 821 12
	Corporate	
	Technical Support	02 577 826 90
	Customer Care	02 577 825 55
	Fax	02 575 035 30
	Switchboard	02 577 821
Jamaica	General Support (dial from within Jamaica only)	1-800-682-3639

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Japan (Kawasaki)	Website: support.jp.dell.com	
International Access Code: 001	Technical Support (servers)	toll-free: 0120-198-498
Country Code: 81	Technical Support outside of Japan (servers)	81-44-556-4162
City Code: 44	Technical Support (Dimension and Inspiron)	toll-free: 0120-198-226
	Technical Support outside of Japan (Dimension and Inspiron)	81-44-520-1435
	Technical Support (Dell Precision, OptiPlex, and Latitude)	toll-free: 0120-198-433
	Technical Support outside of Japan (Dell Precision, OptiPlex, and Latitude)	81-44-556-3894
	Technical Support (PDAs, projectors, printers, routers)	toll-free: 0120-981-690
	Technical Support outside of Japan (PDAs, projectors, printers, routers)	81-44-556-3468
	Faxbox Service	044-556-3490
	24-Hour Automated Order Service	044-556-3801
	Customer Care	044-556-4240
	Business Sales Division (up to 400 employees)	044-556-1465
	Preferred Accounts Division Sales (over 400 employees)	044-556-3433
	Large Corporate Accounts Sales (over 3500 employees)	044-556-3430
	Public Sales (government agencies, educational institutions, and medical institutions)	044-556-1469
	Global Segment Japan	044-556-3469
	Individual User	044-556-1760
	Switchboard	044-556-4300
Korea (Seoul)	Technical Support	toll-free: 080-200-3800
International Access Code: 001	Sales	toll-free: 080-200-3600
Country Code: 82	Customer Service (Penang, Malaysia)	604 633 4949
City Code: 2	Fax	2194-6202
	Switchboard	2194-6000
	Technical Support (Electronics and Accessories)	toll-free: 080-200-3801

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Latin America	Customer Technical Support (Austin, Texas, U.S.A.)	512 728-4093
	Customer Service (Austin, Texas, U.S.A.)	512 728-3619
	Fax (Technical Support and Customer Service) (Austin, Texas, U.S.A.)	512 728-3883
	Sales (Austin, Texas, U.S.A.)	512 728-4397
	SalesFax (Austin, Texas, U.S.A.)	512 728-4600 or 512 728-3772
Luxembourg	Website: support.euro.dell.com	
International Access Code: 00	E-mail: tech_be@dell.com	
Country Code: 352	Technical Support (Brussels, Belgium)	3420808075
	Home/Small Business Sales (Brussels, Belgium)	toll-free: 080016884
	Corporate Sales (Brussels, Belgium)	02 481 91 00
	Customer Care (Brussels, Belgium)	02 481 91 19
	Fax (Brussels, Belgium)	02 481 92 99
	Switchboard (Brussels, Belgium)	02 481 91 00
Macao	Technical Support	toll-free: 0800 105
Country Code: 853	Customer Service (Xiamen, China)	34 160 910
	Transaction Sales (Xiamen, China)	29 693 115
Malaysia (Penang)	Website: support.ap.dell.com	
International Access Code: 00	Technical Support (Dell Precision, OptiPlex, and Latitude)	toll-free: 1 800 88 0193
Country Code: 60	Technical Support (Dimension, Inspiron, and Electronics and Accessories)	toll-free: 1 800 88 1306
City Code: 4	Technical Support (PowerApp, PowerEdge, PowerConnect, and PowerVault)	toll-free: 1800 88 1386
	Customer Service (Penang, Malaysia)	04 633 4949
	Sales	toll-free: 1 800 88 0553

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Mexico International Access Code: 00 Country Code: 52	Customer Technical Support Sales Customer Service Main	001-877-384-8979 or 001-877-269-3383 50-81-8800 or 01-800-888-3355 001-877-384-8979 or 001-877-269-3383 50-81-8800 or 01-800-888-3355
Montserrat	General Support	toll-free: 1-866-278-6822
Netherlands Antilles	General Support	001-800-882-1519
Netherlands (Amsterdam) International Access Code: 00 Country Code: 31 City Code: 20	Website: support.euro.dell.com Technical Support Technical Support Fax Home/Small Business Customer Care Relational Customer Care Home/Small Business Sales Relational Sales Home/Small Business Sales Fax Relational Sales Fax Switchboard Switchboard Fax	020 674 45 00 020 674 47 66 020 674 42 00 020 674 43 25 020 674 55 00 020 674 50 00 020 674 47 75 020 674 47 50 020 674 50 00 020 674 47 50
New Zealand International Access Code: 00 Country Code: 64	E-mail (New Zealand): nz_tech_support@dell.com E-mail (Australia): au_tech_support@dell.com Technical Support (for desktop and portable computers) Technical Support (for servers and workstations) Home and Small Business Government and Business Sales Fax	toll-free: 0800 446 255 toll-free: 0800 443 563 0800 446 255 0800 444 617 0800 441 567 0800 441 566
Nicaragua	General Support	001-800-220-1006

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Norway (Lysaker)	Website: support.euro.dell.com	
International Access Code: 00	E-mail: support.euro.dell.com/no/no/emaildell/	
Country Code: 47	Technical Support	671 16882
	Relational Customer Care	671 17575
	Home/Small Business Customer Care	231 62298
	Switchboard	671 16800
	Fax Switchboard	671 16865
Panama	General Support	001-800-507-0962
Peru	General Support	0800-50-669
Poland (Warsaw)	Website: support.euro.dell.com	
International Access Code: 011	E-mail: pl_support_tech@dell.com	
Country Code: 48	Customer Service Phone	57 95 700
City Code: 22	Customer Care	57 95 999
	Sales	57 95 999
	Customer Service Fax	57 95 806
	Reception Desk Fax	57 95 998
	Switchboard	57 95 999
Portugal	Website: support.euro.dell.com	
International Access Code: 00	E-mail: support.euro.dell.com/pt/en/emaildell/	
Country Code: 351	Technical Support	707200149
	Customer Care	800 300 413
	Sales	800 300 410, 800 300 411, 800 300 412, or 21 422 07 10
	Fax	21 424 01 12
Puerto Rico	General Support	1-800-805-7545
St. Kitts and Nevis	General Support	toll-free: 1-877-441-4731
St. Lucia	General Support	1-800-882-1521
St. Vincent and the Grenadines	General Support	toll-free: 1-877-270-4609

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Singapore (Singapore)	Website: support.ap.dell.com	
International Access Code: 005	Technical Support (Dimension, Inspiron, and Electronics and Accessories)	toll-free: 1800 394 7430
Country Code: 65	Technical Support (OptiPlex, Latitude, and Dell Precision)	toll-free: 1800 394 7488
	Technical Support (PowerApp, PowerEdge, PowerConnect, and PowerVault)	toll-free: 1800 394 7478
	Customer Service (Penang, Malaysia)	604 633 4949
	Sales	toll-free: 1 800 394 7425
Slovakia (Prague)	Website: support.euro.dell.com	
International Access Code: 00	E-mail: czech_dell@dell.com	
Country Code: 421	Technical Support	02 5441 5727
	Customer Care	420 22537 2707
	Fax	02 5441 8328
	Tech Fax	02 5441 8328
	Switchboard (Sales)	02 5441 7585
South Africa (Johannesburg)	Website: support.euro.dell.com	
International Access Code: 09/091	E-mail: dell_za_support@dell.com	
	Gold Queue	011 709 7713
Country Code: 27	Technical Support	011 709 7710
City Code: 11	Customer Care	011 709 7707
	Sales	011 709 7700
	Fax	011 706 0495
	Switchboard	011 709 7700
Southeast Asian and Pacific Countries	Customer Technical Support, Customer Service, and Sales (Penang, Malaysia)	604 633 4810

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Spain (Madrid)	Website: support.euro.dell.com	
International Access Code: 00	E-mail: support.euro.dell.com/es/es/emaildell/	
Country Code: 34	Home and Small Business	
City Code: 91	Technical Support	902 100 130
	Customer Care	902 118 540
	Sales	902 118 541
	Switchboard	902 118 541
	Fax	902 118 539
	Corporate	
	Technical Support	902 100 130
	Customer Care	902 115 236
	Switchboard	91 722 92 00
	Fax	91 722 95 83
Sweden (Upplands Vasby)	Website: support.euro.dell.com	
International Access Code: 00	E-mail: support.euro.dell.com/se/sv/emaildell/	
Country Code: 46	Technical Support	08 590 05 199
City Code: 8	Relational Customer Care	08 590 05 642
	Home/Small Business Customer Care	08 587 70 527
	Employee Purchase Program (EPP) Support	20 140 14 44
	Technical Support Fax	08 590 05 594
	Sales	08 590 05 185
Switzerland (Geneva)	Website: support.euro.dell.com	
International Access Code: 00	E-mail: Tech_support_central_Europe@dell.com	
Country Code: 41	E-mail for French-speaking HSB and Corporate Customers: support.euro.dell.com/ch/fr/emaildell/	
City Code: 22	Technical Support (Home and Small Business)	0844 811 411
	Technical Support (Corporate)	0844 822 844
	Customer Care (Home and Small Business)	0848 802 202
	Customer Care (Corporate)	0848 821 721
	Fax	022 799 01 90
	Switchboard	022 799 01 01

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Taiwan	Website: support.ap.dell.com	
International Access Code: 002	E-mail: ap_support@dell.com	
Country Code: 886	Technical Support (OptiPlex, Latitude, Inspiron, Dimension, and Electronics and Accessories)	toll-free: 00801 86 1011
	Technical Support (PowerApp, PowerEdge, PowerConnect, and PowerVault)	toll-free: 00801 60 1256
	Transaction Sales	toll-free: 00801 65 1228
	Corporate Sales	toll-free: 00801 65 1227
Thailand	Website: support.ap.dell.com	
International Access Code: 001	Technical Support (OptiPlex, Latitude, and Dell Precision)	toll-free: 1800 0060 07
Country Code: 66	Technical Support (PowerApp, PowerEdge, PowerConnect, and PowerVault)	toll-free: 1800 0600 09
	Customer Service (Penang, Malaysia)	604 633 4949
	Corporate Sales	toll-free: 1800 006 009
	Transaction Sales	toll-free: 1800 006 006
Trinidad/Tobago	General Support	1-800-805-8035
Turks and Caicos Islands	General Support	toll-free: 1-866-540-3355

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
U.K. (Bracknell)	Website: support.euro.dell.com	
International Access Code: 00	Customer Care website: support.euro.dell.com/uk/en/ECare/Form/Home.asp	
Country Code: 44		
City Code: 1344	E-mail: dell_direct_support@dell.com	
	Technical Support (Corporate/Preferred Accounts/PAD [1000+ employees])	0870 908 0500
	Technical Support (direct and general)	0870 908 0800
	Global Accounts Customer Care	01344 373 186
	Home and Small Business Customer Care	0870 906 0010
	Corporate Customer Care	01344 373 185
	Preferred Accounts (500–5000 employees) Customer Care	0870 906 0010
	Central Government Customer Care	01344 373 193
	Local Government & Education Customer Care	01344 373 199
	Health Customer Care	01344 373 194
	Home and Small Business Sales	0870 907 4000
	Corporate/Public Sector Sales	01344 860 456
	Home and Small Business Fax	0870 907 4006
Uruguay	General Support	toll-free: 000-413-598-2521

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
U.S.A. (Austin, Texas)	Automated Order-Status Service	toll-free: 1-800-433-9014
International Access Code: 011	AutoTech (portable and desktop computers)	toll-free: 1-800-247-9362
Country Code: 1	Consumer (Home and Home Office)	
	Technical Support	toll-free: 1-800-624-9896
	Customer Service	toll-free: 1-800-624-9897
	DellNet™ Service and Support	toll-free: 1-877-Dellnet (1-877-335-5638)
	Employee Purchase Program (EPP) Customers	toll-free: 1-800-695-8133
	Financial Services website: www.dellfinancialservices.com	
	Financial Services (lease/loans)	toll-free: 1-877-577-3355
	Financial Services (Dell Preferred Accounts [DPA])	toll-free: 1-800-283-2210
	Business	
	Customer Service and Technical Support	toll-free: 1-800-822-8965
	Employee Purchase Program (EPP) Customers	toll-free: 1-800-695-8133
	Printers and Projectors Technical Support	toll-free: 1-877-459-7298
	Public (government, education, and healthcare)	
	Customer Service and Technical Support	toll-free: 1-800-456-3355
	Employee Purchase Program (EPP) Customers	toll-free: 1-800-234-1490
	Dell Sales	toll-free: 1-800-289-3355 or toll-free: 1-800-879-3355
	Dell Outlet Store (Dell refurbished computers)	toll-free: 1-888-798-7561
	Software and Peripherals Sales	toll-free: 1-800-671-3355
	Spare Parts Sales	toll-free: 1-800-357-3355
	Extended Service and Warranty Sales	toll-free: 1-800-247-4618
	Fax	toll-free: 1-800-727-8320
	Dell Services for the Deaf, Hard-of-Hearing, or Speech-Impaired	toll-free: 1-877-DELLTTY (1-877-335-5889)
U.S. Virgin Islands	General Support	1-877-673-3355
Venezuela	General Support	8001-3605

Appendix

U.S. Terms and Conditions of Sale

These terms and conditions ("Agreement") apply to your purchase of computer systems and/or related products and/or services and support sold in the United States ("Product") by the Dell entity named on the invoice or acknowledgement ("Dell") provided to you. By accepting delivery of the Product, you accept and are bound to the terms and conditions of this Agreement. If you do not wish to be bound by this Agreement, you must notify Dell immediately and return your purchase pursuant to Dell's Total Satisfaction Return Policy.

(See: <http://support.dell.com/ContactUs/ByPhone.aspx?c=us&l=en&s=gen> for our contact information.) If returned, Product(s) must remain in the boxes in which they were shipped. THIS AGREEMENT SHALL APPLY UNLESS (I) YOU HAVE A SEPARATE PURCHASE AGREEMENT WITH DELL, IN WHICH CASE THE SEPARATE AGREEMENT SHALL GOVERN; OR (II) OTHER DELL TERMS AND CONDITIONS APPLY TO THE TRANSACTION.

1 Other Documents.

This Agreement may NOT be altered, supplemented, or amended by the use of any other document(s) unless otherwise agreed to in a written agreement signed by both you and Dell. If you do not receive an invoice or acknowledgement in the mail, via e-mail, or with your Product, information about your purchase may be obtained at <http://support.dell.com/dellcare/Invoice.aspx> or by contacting your sales representative.

2 Payment Terms; Orders; Quotes; Interest.

Payment terms are within Dell's sole discretion, and, unless otherwise agreed to by Dell, payment must be made at the time of purchase. Payment for Product may be made by credit card, wire transfer, or some other prearranged payment method. Dell may invoice parts of an order separately. Your order is subject to cancellation by Dell, at Dell's sole discretion. Unless you and Dell have agreed to a different discount, Dell's standard pricing policy for Dell™-branded systems, which include both hardware and services in one discounted price, allocates the discount off list price applicable to the service portion of the system to be equal to the overall calculated percentage discount off list price on the entire system. Dell is not responsible for pricing, typographical, or other errors, in any offer by Dell and reserves the right to cancel any orders resulting from such errors.

3 Shipping Charges; Taxes; Title; Risk of Loss.

Shipping and handling are additional unless otherwise expressly indicated at the time of sale. Loss or damage that occurs during shipping by a carrier selected by Dell is Dell's responsibility. Loss or damage that occurs during shipping by a carrier selected by you is your responsibility. You must notify Dell within 30 days of the date of your invoice or acknowledgement if you believe any part of your purchase is missing, wrong or damaged. Unless you provide Dell with a valid and correct tax exemption certificate applicable to your purchase of Product and the Product ship-to location, you are responsible for sales and other taxes associated with the order. Shipping dates are estimates only. Title to software will remain with the applicable licensor(s).

4 Warranties.

THE LIMITED WARRANTIES APPLICABLE TO DELL-BRANDED HARDWARE PRODUCT CAN BE FOUND AT <http://www.dell.com/policy/legal/warranty.htm> OR IN THE DOCUMENTATION DELL PROVIDES WITH THE PRODUCT. DELL MAKES NO WARRANTIES FOR SERVICE, SOFTWARE, OR NON-DELL BRANDED PRODUCT. SUCH PRODUCT IS PROVIDED BY DELL "AS IS." WARRANTY AND SERVICE FOR NON-DELL

BRANDED PRODUCT, IF ANY, IS PROVIDED BY THE ORIGINAL MANUFACTURER, NOT BY DELL. DELL MAKES NO EXPRESS WARRANTIES EXCEPT THOSE STATED IN DELL'S APPLICABLE WARRANTY STATEMENT IN EFFECT ON THE DATE OF THE INVOICE, PACKING SLIP OR ACKNOWLEDGEMENT. WARRANTIES AND SERVICE WILL BE EFFECTIVE, AND DELL WILL BE OBLIGATED TO HONOR ANY SUCH WARRANTIES AND SERVICES, ONLY UPON DELL'S RECEIPT OF PAYMENT IN FULL FOR THE ITEM TO BE WARRANTED OR SERVICED.

5 Software.

All software is provided subject to the license agreement that is part of the software package and you agree that you will be bound by such license agreement.

6 Return Policies; Exchanges.

New and refurbished Product that you purchase directly from Dell (and not a third party) you may return or exchange only in accordance with Dell's return policy in effect on the date of the invoice or acknowledgement. Any returns or exchanges will be made in accordance with Dell's exchange policies in effect on the date of the return or exchange. You must contact us directly before you attempt to return Product to obtain a Return Material Authorization Number for you to include with your return. You must return Product to us in their original or equivalent packaging. You are responsible for risk of loss, shipping and handling fees for returning or exchanging Product. Additional fees may apply. Dell's return policy for Dell-branded Product can be found at:

<http://www.dell.com/policy/legal/warranty.htm>. Non-Dell branded software and peripheral return policies can be found at: http://rcommerce.us.dell.com/rcomm/include/dw_policies.htm.

Refurbished Product return policies can be found at:

http://www.dell.com/us/en/dfh/topics/segtopic_nav_info_002_info.htm. If you fail to follow the return or exchange instructions and policies provided by Dell, Dell is not responsible whatsoever for Product that is lost, damaged, modified or otherwise processed for disposal or resale. If you are returning all components in an order, you will be credited the full amount paid for the order. At Dell's discretion, credit for partial returns may be less than invoice or individual component prices due to bundled or promotional pricing.

7 Changed or Discontinued Product.

Dell's policy is one of ongoing update and revision. Dell may revise and discontinue Product at any time without notice to you and this may affect information saved in your online "cart." Dell will ship Product that has the functionality and performance of the Product ordered, but changes between what is shipped and what is described in a specification sheet or catalog are possible. Parts used in repairing or servicing Product may be new, equivalent-to-new, or reconditioned.

8 Service and Support.

Service offerings may vary from Product to Product. If you purchase optional services and support from Dell, Dell and/or your third-party service provider will provide such service and support to you in the United States in accordance with the terms and conditions located at

http://www.dell.com/us/en/gen/services/service_service_contracts.htm or as mailed to you. You may contact Dell for more information, see <http://www1.us.dell.com/content/topics/segtopic.aspx/contact/contact?c=us&l=en&s=gen> for contact information. Dell and/or the third-party service provider may at their discretion, revise their general and optional service and support programs and the terms and conditions that govern them without prior notice to you. Dell has no obligation to provide service or support until Dell has received full payment for the Product or service/support contract you purchased. Dell is not obligated to provide service or support you purchase through a third party and not Dell.

9 Limitation of Liability.

DELL DOES NOT ACCEPT LIABILITY BEYOND THE REMEDIES SET FORTH HEREIN, INCLUDING BUT NOT LIMITED TO ANY LIABILITY FOR PRODUCT NOT BEING AVAILABLE FOR USE, LOST PROFITS, LOSS OF BUSINESS OR FOR LOST OR CORRUPTED DATA OR SOFTWARE, OR THE PROVISION OF SERVICES AND SUPPORT. EXCEPT AS EXPRESSLY PROVIDED HEREIN, DELL WILL NOT BE LIABLE FOR ANY CONSEQUENTIAL, SPECIAL, INDIRECT, OR PUNITIVE DAMAGES, EVEN IF ADVISED OF THE

POSSIBILITY OF SUCH DAMAGES, OR FOR ANY CLAIM BY ANY THIRD PARTY. YOU AGREE THAT FOR ANY LIABILITY RELATED TO THE PURCHASE OF PRODUCT, DELL IS NOT LIABLE OR RESPONSIBLE FOR ANY AMOUNT OF DAMAGES ABOVE THE AMOUNT INVOICED FOR THE APPLICABLE PRODUCT. NOTWITHSTANDING ANYTHING IN THIS AGREEMENT TO THE CONTRARY, THE REMEDIES SET FORTH IN THIS AGREEMENT SHALL APPLY EVEN IF SUCH REMEDIES FAIL THEIR ESSENTIAL PURPOSE. **DELL IS NOT LIABLE TO YOU FOR WARRANTIES, SUPPORT, OR SERVICE MADE BY OR PURCHASED FROM A THIRD PARTY AND NOT DIRECTLY FROM DELL. DELL IS NOT RESPONSIBLE FOR REPRESENTATIONS OR OMISSIONS MADE BY A THIRD PARTY.**

10 Applicable Law; Not For Resale or Export.

You agree to comply with all applicable laws and regulations of the various states and of the United States. You agree and represent that you are buying only for your own internal use only, and not for resale or export. Dell has separate terms and conditions governing resale of Product by third parties and transactions outside the United States. Terms and conditions for resale are located at: <http://www.dell.com/policy/legal/termsofsale.htm>.


11 Governing Law.

THIS AGREEMENT AND ANY SALES THERE UNDER SHALL BE GOVERNED BY THE LAWS OF THE STATE OF TEXAS, WITHOUT REGARD TO CONFLICTS OF LAWS RULES.

12 Headings.

The section headings used herein are for convenience of reference only and do not form a part of these terms and conditions, and no construction or inference shall be derived there from.

13 Binding Arbitration.

ANY CLAIM, DISPUTE, OR CONTROVERSY (WHETHER IN CONTRACT, TORT, OR OTHERWISE, WHETHER PREEXISTING, PRESENT OR FUTURE, AND INCLUDING STATUTORY, COMMON LAW, INTENTIONAL TORT AND EQUITABLE CLAIMS) BETWEEN CUSTOMER AND DELL, its agents, employees, principals, successors, assigns, affiliates (collectively for purposes of this paragraph, "Dell") arising from or relating to this Agreement, its interpretation, or the breach, termination or validity thereof, the relationships which result from this Agreement (including, to the full extent permitted by applicable law, relationships with third parties who are not signatories to this Agreement), Dell's advertising, or any related purchase SHALL BE RESOLVED EXCLUSIVELY AND FINALLY BY BINDING ARBITRATION ADMINISTERED BY THE NATIONAL ARBITRATION FORUM (NAF) under its Code of Procedure then in effect (available via the Internet at <http://www.arb-forum.com> , or via telephone at 1-800-474-2371). The arbitration will be limited solely to the dispute or controversy between customer and Dell. NEITHER CUSTOMER NOR DELL SHALL BE ENTITLED TO JOIN OR CONSOLIDATE CLAIMS BY OR AGAINST OTHER CUSTOMERS, OR ARBITRATE ANY CLAIM AS A REPRESENTATIVE OR CLASS ACTION OR IN A PRIVATE ATTORNEY GENERAL CAPACITY. This transaction involves interstate commerce, and this provision shall be governed by the Federal Arbitration Act 9 U.S.C. sec. 1-16 (FAA). Any award of the arbitrator(s) shall be final and binding on each of the parties, and may be entered as a judgment in any court of competent jurisdiction. Dell will be responsible for paying any arbitration filing fees and fees required to obtain a hearing to the extent such fees exceed the amount of the filing fee for initiating a claim in the court of general jurisdiction in the state in which you reside. Each party shall pay for its own costs and attorneys' fees, if any. However, if any party prevails on a statutory claim that affords the prevailing party attorneys' fees, or if there is a written agreement providing for fees, the Arbitrator may award reasonable fees to the prevailing party, under the standards for fee shifting provided by law. Information may be obtained and claims may be filed with the NAF at PO. Box 50191, Minneapolis, MN 55405. (REV 4/04)

Limited Warranties and Return Policy

Limited Warranty for Dell-Branded Hardware Products (U.S. Only)

Dell-branded hardware products purchased in the U.S. come with either a 90-day, 1-year, 2-year, 3-year, or 4-year limited warranty depending on the product purchased. To determine which warranty came with your hardware product(s), see your packing slip or invoice.

What is covered by this limited warranty?

This limited warranty covers defects in materials and workmanship in your—our end-user customer's—Dell-branded hardware products, including Dell-branded peripheral products.

What is not covered by this limited warranty?

This limited warranty does not cover:

- Software, including the operating system and software added to the Dell-branded hardware products through our factory-integration system, third-party software, or the reloading of software
- Non-Dell-branded and Solution Provider Direct products and accessories
- Problems that result from:
 - External causes such as accident, abuse, misuse, or problems with electrical power
 - Servicing not authorized by Dell
 - Usage that is not in accordance with product instructions
 - Failure to follow the product instructions or failure to perform preventive maintenance
 - Problems caused by using accessories, parts, or components not supplied by Dell
- Products with missing or altered Service Tags or serial numbers
- Products for which Dell has not received payment

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE (OR JURISDICTION TO JURISDICTION). DELL'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN HARDWARE IS LIMITED TO REPAIR AND REPLACEMENT AS SET FORTH IN THIS WARRANTY STATEMENT. ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN TIME TO THE TERM OF THE LIMITED WARRANTY PERIOD REFLECTED ON YOUR PACKING SLIP OR INVOICE. NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER THE LIMITED WARRANTY PERIOD HAS EXPIRED. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THIS LIMITATION MAY NOT APPLY TO YOU.

WE DO NOT ACCEPT LIABILITY BEYOND THE REMEDIES PROVIDED FOR IN THIS LIMITED WARRANTY OR FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, ANY LIABILITY FOR THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES, FOR PRODUCTS NOT BEING AVAILABLE FOR USE, OR FOR LOST DATA OR LOST SOFTWARE. OUR LIABILITY WILL BE NO MORE THAN THE AMOUNT YOU PAID FOR THE PRODUCT THAT IS THE SUBJECT OF A CLAIM. THIS IS THE MAXIMUM AMOUNT FOR WHICH WE ARE RESPONSIBLE.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

How long does this limited warranty last?

This limited warranty lasts for the time period indicated on your packing slip or invoice, except for the following Dell-branded hardware:

- Portable computer batteries carry a 1-year limited warranty.
- Projector lamps carry a 90-day limited warranty.
- Memory carries a lifetime limited warranty.
- Monitors carry the longer of either a 3-year limited warranty or the remainder of the warranty for the Dell™ computer to which the monitor will be connected.
- PDAs, MP3 players, earphones, remote inline controls, and AC adapters carry a 1-year limited warranty.
- Other add-on hardware carries the longer of either a 1-year limited warranty for new parts and a 90-day limited warranty for reconditioned parts or, for both new and reconditioned parts, the remainder of the warranty for the Dell computer on which such parts are installed.

The limited warranty on all Dell-branded products begins on the date of the packing slip or invoice. The warranty period is not extended if we repair or replace a warranted product or any parts. Dell may change the availability of limited warranties, at its discretion, but any changes will not be retroactive.

What do I do if I need warranty service?

Before the warranty expires, please call us at the relevant number listed in the following table. Please also have your Dell Service Tag or order number available.

Web Support	support.dell.com/ContactUs/ContactUsHome.aspx?c=us&l=en&s=gen
Individual Home Consumers:	U.S. Only
Technical Support	1-800-624-9896
Customer Service	1-800-624-9897
Individual Home Consumers who purchased through an Employee Purchase Program:	
Technical Support and Customer Service	1-800-822-8965
Home and Small Business Commercial Customers:	
Technical Support and Customer Service	1-800-456-3355
Medium, Large, or Global Commercial Customers, Healthcare Customers, and Value-Added Resellers (VARs):	
Technical Support and Customer Service	1-877-459-7278
Government and Education Customers:	
Technical Support and Customer Service	1-877-459-7278
Dell-Branded Memory	1-888-363-5150

What will Dell do?

During the 90 days of the 90-day limited warranty and the first year of all other limited warranties: During the 90 days of the 90-day limited warranty and the first year of all other limited warranties, we will repair any Dell-branded hardware products returned to us that prove to be defective in materials or workmanship. If we are not able to repair the product, we will replace it with a comparable product that is new or refurbished.

When you contact us, we will issue a Return Material Authorization Number for you to include with your return. You must return the products to us in their original or equivalent packaging, prepay shipping charges, and insure the shipment or accept the risk if the product is lost or damaged in shipment. We will return the repaired or replacement products to you. We will pay to ship the repaired or replaced products to you if you use an address in the United States (excluding Puerto Rico and U.S. possessions and territories). Otherwise, we will ship the product to you freight collect.

If we determine that the issue is not covered under this warranty, we will notify you and inform you of service alternatives that are available to you on a fee basis.

NOTE: Before you ship the product(s) to us, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). Remove any confidential, proprietary, or personal information and removable media such as floppy disks, CDs, or PC Cards. We are not responsible for any of your confidential, proprietary, or personal information; lost or corrupted data; or damaged or lost removable media.

During the remaining years: For the remaining period of the limited warranty, we will replace any defective part with new or refurbished parts, if we agree that it needs to be replaced. When you contact us, we will require a valid credit card number at the time you request a replacement part, but we will not charge you for the replacement part as long as you return the original part to us within 30 days after we ship the replacement part to you. If we do not receive the original part within 30 days, we will charge to your credit card the then-current standard price for that part.

We will pay to ship the part to you if you use an address in the United States (excluding Puerto Rico and U.S. possessions and territories). Otherwise, we will ship the part freight collect. We will also include a prepaid shipping container with each replacement part for your use in returning the replaced part to us.

NOTE: Before you replace parts, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). We are not responsible for lost or corrupted data.

What if I purchased a service contract?

If your service contract is with Dell, service will be provided to you under the terms of the service agreement. Please refer to that contract for details on how to obtain service.

If you purchased through us a service contract with one of our third-party service providers, please refer to that contract for details on how to obtain service.

How will you fix my product?

We use new and refurbished parts made by various manufacturers in performing warranty repairs and in building replacement parts and systems. Refurbished parts and systems are parts or systems that have been returned to Dell, some of which were never used by a customer. All parts and systems are inspected and tested for quality. Replacement parts and systems are covered for the remaining period of the limited warranty for the product you bought. Dell owns all parts removed from repaired products.

May I transfer the limited warranty?

Limited warranties on systems may be transferred if the current owner transfers ownership of the system and records the transfer with us. The limited warranty on Dell-branded memory may not be transferred. You may record your transfer by going to Dell's website:

- If you are an Individual Home Consumer, go to www.dell.com/us/en/dhs/topics/sbtopic_015_ccare.htm

- If you are a Home Office, Small, Medium, Large, or Global Commercial Customer, go to www.dell.com/us/en/biz/topics/sbtopic_ccare_nav_015_ccare.htm
- If you are a Government, Education, or Healthcare Customer, or an Individual Home Consumer who purchased through an Employee Purchase Program, go to www.dell.com/us/en/pub/topics/sbtopic_015_ccare.htm

If you do not have Internet access, call your customer care representative or call 1-800-624-9897.

All requests to transfer ownership are at Dell's sole discretion. All such transfers will be subject to the terms and conditions of the original service or limited warranty agreement and Dell's terms and conditions of sale located at www.dell.com. Dell cannot guarantee the authenticity of the products, limited warranties, service or support, or the accuracy of the listings of products you purchase from a third party.

Total Satisfaction Return Policy (U.S. Only)

We value our relationship with you and want to make sure that you are satisfied with your purchases. That is why we offer a Total Satisfaction return policy for most products that you, the end-user customer, purchase directly from Dell. Under this policy, you may return to Dell products that you purchased directly from Dell for a credit or a refund of the purchase price paid, less shipping and handling and applicable return fees as follows:

New Hardware Products and Accessories — Unless you have a separate agreement with Dell, all hardware, accessories, peripherals, parts, and unopened software still in its/their sealed package, excluding the products listed below, may be returned within twenty-one (21) days from the date on the packing slip or invoice.

Exclusions from the foregoing return policy:

- New Dell PowerEdge™, Dell PowerConnect™, and Dell PowerVault™ products (excluding PowerVault 160T tape libraries) may be returned within thirty (30) days from the date on the packing slip or invoice, except that new PowerEdge **SC** servers and n series products purchased from the Small and Medium Business Sales Division may only be returned within fourteen (14) days from the date on the packing slip or invoice.
- Application software or an operating system that has been installed by Dell may not be returned unless you return the entire computer under the 21-day return policy, if applicable to your purchase (if not applicable to your purchase, you may not return application software or an operating system).
- Nondefective third-party and Dell-branded software, peripheral, electronics and accessory products (for example: televisions, printers, projectors, MP3 players, PDAs, battery chargers, un-preinstalled third-party software, wireless cards/access points/routers), including but not limited to those sold by or through Dell's "Software & Peripherals" or "Electronics & Accessories" groups, may be returned within twenty-one (21) days from the date on the packing slip or invoice, but a fifteen percent (15%) return fee may be deducted from any refund or credit.
- Dell | EMC storage products, EMC-branded products, Unisys-branded products, PowerVault 160T tape libraries, enterprise software, non-Dell-branded enterprise products, software and/or software licenses, or any non-Dell-customized hardware and/or software product(s) may not be returned at any time.

Reconditioned or Refurbished Dell-Branded Hardware Products and Parts — All reconditioned or refurbished PowerEdge, PowerConnect, and PowerVault products may be returned within thirty (30) days from the date on the packing slip or invoice. All other reconditioned or refurbished Dell-branded hardware products and parts may be returned within fourteen (14) days of the date on the packing slip or invoice.

How to Return — To return products, e-mail or call Dell customer service to receive a Credit Return Authorization Number within the return policy period applicable to the product you want to return. You must obtain a Credit Return Authorization Number in order to return the product. See "Contacting Dell" or "Getting Help" in your customer documentation (or go to www.dell.com/us/en/gen/contact.htm) to find the appropriate contact information for obtaining customer assistance.

You must ship the products to Dell within five (5) days of the date that Dell issues the Credit Return Authorization Number. You must also return the products to Dell in their original packaging, in as-new condition along with any media, documentation, and all other items that were included in the original shipment, prepaid shipping charges, and insure the shipment or accept the risk of loss or damage during shipment.

NOTE: Before you ship the product(s) to us, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). Remove any confidential, proprietary, or personal information and removable media such as floppy disks, CDs, or PC Cards. We are not responsible for any of your confidential, proprietary, or personal information; lost or corrupted data; or damaged or lost removable media.

Dell™ Printer Consumables Limited Warranties

The following section describes the limited warranty for printer consumables (ink cartridges, toner cartridges, photo print packs, and photo paper) for Dell-branded printers, for the U.S.

Consumables Limited Warranty (U.S. Only)

Dell Inc. warrants to the original purchaser of genuine Dell-branded toner cartridges that they will be free from defects in material and workmanship for the life of the cartridge and that for genuine Dell-branded ink cartridges, photo print packs and photo paper, they will be free from defects in material and workmanship for two years beginning on the date of invoice. If this product proves defective in either material or workmanship, it will be replaced without charge during the limited warranty period if returned to Dell. You must first call our toll-free number to get your return authorization. In the U.S., call 1-800-822-8965; in Canada, call 1-800-387-5757. If we are not able to replace the product because it has been discontinued or is not available, we will either replace it with a comparable product or reimburse you for the cartridge purchase cost, at Dell's sole option. This limited warranty does not apply to ink or toner cartridges that have been refilled or improperly stored or due to problems resulting from misuse, abuse, accident, neglect, mishandling, incorrect environments, or wear from ordinary use.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE (OR JURISDICTION TO JURISDICTION). DELL'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN HARDWARE IS LIMITED TO REPLACEMENT AS SET FORTH IN THIS WARRANTY STATEMENT. FOR CANADIAN CUSTOMERS, EXCEPT FOR THE EXPRESS WARRANTIES CONTAINED IN THIS WARRANTY STATEMENT, DELL DISCLAIMS ALL OTHER WARRANTIES AND CONDITIONS, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, FOR THE PRODUCT. FOR U.S. CUSTOMERS, ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED IN TIME TO THE TERM OF THIS LIMITED WARRANTY. NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER THE LIMITED WARRANTY PERIOD HAS EXPIRED. SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF CERTAIN IMPLIED WARRANTIES OR CONDITIONS, OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY OR CONDITION LASTS, SO THIS LIMITATION MAY NOT APPLY TO YOU. THIS WARRANTY COVERAGE TERMINATES IF YOU SELL OR OTHERWISE TRANSFER THIS PRODUCT TO ANOTHER PARTY.

DELL DOES NOT ACCEPT LIABILITY BEYOND THE REMEDIES PROVIDED FOR IN THIS LIMITED WARRANTY OR FOR SPECIAL, INDIRECT, CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, ANY LIABILITY FOR THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES, FOR PRODUCTS NOT BEING AVAILABLE FOR USE, OR FOR LOST DATA OR LOST SOFTWARE. DELL'S LIABILITY WILL BE NO MORE THAN THE AMOUNT YOU PAID FOR THE PRODUCT THAT IS THE SUBJECT OF A CLAIM. THIS IS THE MAXIMUM AMOUNT FOR WHICH DELL IS RESPONSIBLE.

SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

Export Regulations

Customer acknowledges that these Products, which may include technology and software, are subject to the customs and export control laws and regulations of the United States ("U.S.") and may also be subject to the customs and export laws and regulations of the country in which the Products are manufactured and/or received. Customer agrees to abide by those laws and regulations. Further, under U.S. law, the Products may not be sold, leased or otherwise transferred to restricted end-users or to restricted countries. In addition, the Products may not be sold, leased or otherwise transferred to, or utilized by an end-user engaged in activities related to weapons of mass destruction, including without limitation, activities related to the design, development, production or use of nuclear weapons, materials, or facilities, missiles or the support of missile projects, and chemical or biological weapons.

Dell™ Software License Agreement

This is a legal agreement between you, the user, and Dell Products, L.P. ("Dell"). This agreement covers all software that is distributed with the Dell product, for which there is no separate license agreement between you and the manufacturer or owner of the software (collectively the "Software"). This agreement is not for the sale of Software or any other intellectual property. All title and intellectual property rights in and to Software is owned by the manufacturer or owner of the Software. All rights not expressly granted under this agreement are reserved by the manufacturer or owner of the Software. By opening or breaking the seal on the Software packet(s), installing or downloading the Software, or using the Software that has been preloaded or is embedded in your product, you agree to be bound by the terms of this agreement. If you do not agree to these terms, promptly return all Software items (disks, written materials, and packaging) and delete any preloaded or embedded Software.

You may use one copy of the Software on only one product at a time. If you have multiple licenses for the Software, you may use as many copies at any time as you have licenses. "Use" means loading the Software in temporary memory or permanent storage on the product. Installation on a network server solely for distribution to other products is not "use" if (but only if) you have a separate license for each product to which the Software is distributed. You must ensure that the number of persons using the Software installed on a network server does not exceed the number of licenses that you have. If the number of users of Software installed on a network server will exceed the number of licenses, you must purchase additional licenses until the number of licenses equals the number of users before allowing additional users to use the Software. If you are a commercial customer of Dell or a Dell affiliate, you hereby grant Dell, or an agent selected by Dell, the right to perform an audit of your use of the Software during normal business hours, you agree to cooperate with Dell in such audit, and you agree to provide Dell with all records reasonably related to your use of the Software. The audit will be limited to verification of your compliance with the terms of this agreement.

The Software is protected by United States copyright laws and international treaties. You may make one copy of the Software solely for backup or archival purposes or transfer it to a single hard disk provided you keep the original solely for backup or archival purposes. You may not rent or lease the Software or copy the written materials accompanying the Software, but you may transfer the Software and all accompanying materials on a permanent basis as part of a sale or transfer of the Dell product if you retain no copies and the recipient agrees to the terms hereof. Any transfer must include the most recent update and all prior versions. You may not reverse engineer, decompile, or disassemble the Software. If the package accompanying your product contains compact discs, 3.5", and/or 5.25" disks, you may use only the disks appropriate for your product. You may not use the disks on another computer or network, or loan, rent, lease, or transfer them to another user except as permitted by this agreement.

Limited Warranty

Dell warrants that the Software disks will be free from defects in materials and workmanship under normal use for ninety (90) days from the date you receive them. This warranty is limited to you and is not transferable. Any implied warranties are limited to ninety (90) days from the date you receive the Software. Some jurisdictions do not allow limits on the duration of an implied warranty, so this limitation may not apply to you. The entire liability of Dell and its

suppliers, and your exclusive remedy, shall be (a) return of the price paid for the Software or (b) replacement of any disk not meeting this warranty that is sent with a return authorization number to Dell, at your cost and risk. This limited warranty is void if any disk damage has resulted from accident, abuse, misapplication, or service or modification by someone other than Dell. Any replacement disk is warranted for the remaining original warranty period or thirty (30) days, whichever is longer.

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Regulatory Notices

Electromagnetic Interference (EMI) is any signal or emission, radiated in free space or conducted along power or signal leads, that endangers the functioning of a radio navigation or other safety service or seriously degrades, obstructs, or repeatedly interrupts a licensed radio communications service. Radio communications services include but are not limited to AM/FM commercial broadcast, television, cellular services, radar, air-traffic control, pager, and Personal Communication Services (PCS). These licensed services, along with unintentional radiators such as digital devices, including computers, contribute to the electromagnetic environment.

Electromagnetic Compatibility is the ability of items of electronic equipment to function properly together in the electronic environment. While this product has been designed and determined to be compliant with regulatory agency limits for EMI, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference with radio communications services, which can be determined by turning the equipment off and on, you are encouraged to try to correct the interference by one or more of the following measures:

- Reorient the receiving antenna.
- Relocate the product with respect to the receiver.
- Move the product away from the receiver.
- Plug the product into a different outlet so that the product and the receiver are on different branch circuits.

If necessary, consult a Dell Technical Support representative or an experienced radio/television technician for additional suggestions.

Dell™ products are designed, tested, and classified for their intended electromagnetic environment. These electromagnetic environment classifications generally refer to the following harmonized definitions:

- Class A is typically for business or industrial environments.
- Class B is typically for residential environments.

Information Technology Equipment (ITE), including devices, expansion cards, printers, input/output (I/O) devices, monitors, and so on, that are integrated into or connected to the product should match the electromagnetic environment classification of the product.

A Notice About Shielded Signal Cables: Use only shielded cables for connecting devices to any Dell device to reduce the possibility of interference with radio communications services. Using shielded cables ensures that you maintain the appropriate Electromagnetic Compatibility classification for the intended environment. For parallel printers, a cable is available from Dell. If you prefer, you can order a cable from Dell on the World Wide Web at www.dell.com/supplies.

Most Dell products are classified for Class B environments. However, the inclusion of certain options may change the rating of some configurations to Class A. To determine the electromagnetic classification for your computer or device, see the following sections specific for each regulatory agency. Each section provides country-specific Electromagnetic Compatibility/EMI, telecommunications, wireless, or product safety information.

FCC Notices (U.S. Only)

For FCC information, see the appropriate documentation for your product: Dell printer *User's Guide*.

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